
WATER AUTHORITY OF FIJI
REF: 984
TECHNICAL OFFICER
DMA
(WAILOKU DEPOT)

Purpose

The Technical Officer DMA is responsible for providing technical advice and leading the DMA team during the implementation of daily planned and reactive operations and maintenance activities to ensure the provision of continuous quality and safe drinking water in accordance with WHO Standards in the respective designed zone. This position reports to the Supervisor DMA.

Principal Accountabilities

1. Effective and efficient DMA maintenance services

- Superiors (Supervisor, Team Leader, Regional Engineer and Regional Management) effectively assisted in successfully delivering the following:
 - Relevant annual budget preparation
 - Unit's progress effectively monitored against the approved annual budget
 - Key areas of infrastructure improvements in the DMA function identified, prepared and implemented
- Timely and effective assistance provided to the Supervisor DMA for the following:
 - Formulation, development and implementation of operational plans and Standard Operating Procedures (SOP) for DMA function
 - Achievement of all departmental strategic goals ensured
- Effective leadership of a team of service technicians, water fitters and technical assistants for the successful achievement of:
 - Implementation of daily operations and maintenance activities within the Customer service level targets

- ensure the provision of good continuous quality and safe drinking water in accordance with WHO Standards on the respective zones in a timely manner meeting predetermined schedules
 - Completion and escalation of Daily/ Weekly/ Monthly Reports as and when requested.
 - timely and effective complaints resolution and update to the relevant Support officer's, CSR's and Supervisors for Gentrack status update
 - All complaints successfully and efficiently addressed according to the customer service level targets stipulated in WAF Customer Charter and Work Order Form for each complaint attended to, duly completed and submitted to GIS
 - Appropriate complaints management records maintained
 - Complaints reporting requirements complied with at all times
 - Complaints data analysis undertaken and key observations noted and reported to superiors and necessary corrective actions taken
 - housekeeping duties and daily completion of housekeeping ensured
 - Effective monitoring of reservoir levels at the discretion of Supervisor and operating valves adjusted accordingly on as and when required basis
 - planning, resource allocation and timely completion of new water meter connections/installation works for the designated DMA/Zone
 - provision of hourly report for reservoir levels provided when SCADA is not functional
 - completion of New Connection records as per SOP and within the given time-frame
 - full compliance with set policies and procedures of WAF, relevant Government ministries and the requirements of legislations/regulations during the execution of outcomes
- Work schedules for Water Fitters, Service Technicians and Technical Assistants on job sites developed and successfully implemented
 - Timely and relevant support/guidance/on-the-job training provided to Water Fitters, Service Technicians and Technical Assistants as well as direct reports
 - Required fittings and materials efficiently organised for any planned or reactive repair and maintenance works
 - Timely and relevant supervision, technical input and assistance provided to the Water Fitter and Service Technicians in carrying out monthly pressure measurements on water distribution mains or reticulation and associated analysis
 - Effective supervision of all data gathering exercises and documentation works for the DMA function
 - Timely provision of robust data analysis to Team Leader and Supervisor DMA ensured

- Time coordination and implementation of the following delivered:
 - Cleaning and reinstatement work planned and implemented
 - Relevant documents/records appropriately completed, accessible and maintained in a safe place and in appropriate order
- 2. Effective development of human capital
 - Effective oversight, coaching, mentoring of staff delivered
 - Training needs for staff effectively monitored in partnership with the Supervisor and appropriately addressed in consultation with the HR Department
 - Disciplinary actions carried out in consultation with the supervisor and HR Department and in full compliance with all relevant laws, legislations and internal requirements
- 3. Teamwork and cooperation
 - Cooperation within the team and greater function / department encouraged
 - Cooperation across functions / departments ensured
 - Collaboration and leadership to achieve relevant organisational targets and goals
 - Other related duties assigned by the Supervisor DMA effectively and efficiently addressed
- 4. Organisational values upheld and demonstrated at all times
 - Ensure support of the environment aligning deliverables to organisational values and strategic directions
 - Organisational values and good corporate and governance practices are complied with in delivering outcomes ensured

Knowledge & Experience

- Trade Certificate/Certificate III/Certificate IV in Plumbing & Sheet Metal or Welding & Fabrication and/or Carpentry OR
- Trade Test Certificate (Certificate III) Pipe Fitter / Plumber (General)
- At least 7 years of experience as a Service Technician /Water Fitter or 5 years of proven experience in a similar role or in the field of water & wastewater operations and maintenance
- At least 3 Years of relevant experience
- Thorough knowledge of water supply processes and policies
- Proven ability to work independently and under minimum supervision and willing to work on shifts, weekends and public holidays.

- Ability to handle complex and unplanned tasks.
- Ability to instruct, supervise and create a motivated environment amongst staff where goals can be achieved efficiently and effectively
- Ability to guide and provide technical knowledge to Service Technicians, Water Fitters; Technical Assistants in an efficient manner to achieve optimum operations and maintenance activities within given timeframe
- Knowledge of GIS, Gentrack and HRSS Software and proficiency in the use of MS Office
- Good understanding of the budget and expenditure procedures and processes
- Very good and timely reporting; data presentation skills
- Proven ability to make sense of large amounts of information, and complex situations, getting to the heart of the problem quickly and make effective and timely decisions based on consideration of the facts and alternatives available
- Ability to work in high risks environment effectively with required proper precaution and procedures

Skills & Abilities

- Achieve or exceed performance targets by facilitating the work and motivating and guiding the work group.
- Evaluate the best course of action making appropriate decisions to ensure effective and timely outcomes.
- Identify the important issues and select an established procedure to address the problem
- Inspire others/team to achieve their best with timely developmental and constructive feedback, encouragement and guidance.

Remuneration

Remuneration will be commensurate with relevant qualifications and experiences.

WHERE TO SEND YOUR APPLICATION

Typed applications must include the curriculum vitae in chronological order and the names of 2 referees with certified copies of relevant certificates and separate application for different positions. Briefly state how you meet the knowledge, experience, skills and abilities for the position applied.

INCOMPLETE & LATE APPLICATIONS WILL NOT BE CONSIDERED. ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED.

Applications should be marked “**Confidential REF: 984 Technical Officer–DMA (Wailoku Depot)**” and should be received no later than **3 June 2022** and could be:

Mailed to:

The Manager Human Resources or
Water Authority of Fiji

Hand delivered to:

Human Resources Unit or
Level 3, Manohan Building

Emailed to

hr.recruit@waf.com.fj