
WATER AUTHORITY OF FIJI

REF: 995

SERVICE TECHNICIAN

DMA

X 3 POSITIONS

(REWA DEPOT)

Purpose

The Service Technician District Metered Area (DMA) is primarily responsible for assisting the Technical Officer DMA with the successful implementation of daily operations and maintenance activities for WAF's DMA function ensure the provision of continuous quality and safe drinking water in accordance with WHO Standard in a designated zone. The incumbent is required to closely work with the Technical Officer DMA and Water Fitters in the designated zone. The position reports to the Technical Officer DMA.

Principal Accountabilities

1. Fully compliant and operational DMA operations assisted
 - Thorough understanding and execution of relevant Standard Operating Procedures (SOP) as well as quality standards ensured
 - Successful implementation of the Planned Preventive Maintenance (PPM) works delivered in partnership with other DMA subordinates under the guidance of and consultation with the Engineer, Supervisor and Technical Officer for the designated DMA;
 - All documentation, including worksheets, correctly completed in a timely manner while working with various WAF & hired plant for the purpose of effectively carrying out the DMA Operations and Maintenance works
 - DMA performance targets successfully achieved through the achievement of the following:

- execution of all complaints in a timely manner meeting the service levels targets outlined in the WAF Customer Charter
- timely and successful resolution of all complaints achieved in partnership with relevant stakeholders
- reduction of water losses
- accurate and complete daily log of work done maintained and relevant data effectively tracked using the available computer program or WAF complaints management software
- Effective and timely planning/organizing and execution of the following delivered:
 - New installation and replacement of Air valves, Washouts, Line valves and water reticulation asset related works.
 - Domestic and Commercial Customer Meter Installation
 - Meter replacement and metering complaints attended
 - Weekly system flushing to expel standing/ high turbid water at the end of mains in accordance with established flushing schedule.
 - Repair and maintenance works carried out on water reticulation and assistance provided to other sections such as bulk supply & etc
 - System operation in consultation with Supervising Officer during any major repairs, maintenance and upgrading works
 - Assists the technical officer in carrying out required data gathering, pressure tests, inspections, walk the line & etc
 - Provide day to day assistance to the technical officer in planning, preparing the fittings & materials listing for daily repairs & maintenance complaints and new water meter connections
 - Assist the Bulk Supply or any other sections requiring assistance in terms of major repairs or restoration works during any emergencies
- Relevant documents/records appropriately completed, accessible and maintained in a safe place and in appropriate order
- Full compliance with WAF's OHS, PPE, SOP requirements as well as legislative and regulatory requirements ensured
- Timely and appropriate assistance provided as and when required to achieve timely implementation of all DMA tasks within the set timelines

2. Timely, relevant and compliant reporting delivered

- All internal and external (if any) reporting requirements in relation to the outcomes of this role understood and correctly executed
 - Robust and relevant periodic reports/documents prepared and submitted
 - Superiors provided with useful information combined with analysis and interpretation, for the purpose of decision making
 - Ad-hoc information request by superiors addressed in a timely manner

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 Technical Officer 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 & Skills

- Certificate IV in Plumbing & Sheetmetal or Electrical Engineering or Fitting & Machining or Electronics Engineering or Trade Test Certificate (Class III) Fitter Machinist or Certificate III & IV in Carpentry & Joinery and/or Certificate III in Engineering - Mechanical Trade (Maintenance) Diesel Fitting Pathway (MEM30205)
- At least 4 Years of relevant experience. Demonstrated experience working on Installing and carrying out Mechanical or Electrical works on Pump and Generators is desirable.
- General Knowledge of GIS and Gentrack complaints management software
- A good understanding of the DMA area of responsibility and system knowledge
- Ability to handle complex and unplanned tasks

- Proven experience in in water asset operations, repairs & maintenance works, new meter installations, water pipe laying works, cut-in & connections works on new projects and major repairs will be an added advantage
- Physically fit with a can-do attitude to perform the tasks required
- Proven ability to work effectively as part of a team and deliver results within tight deadlines
- Good experience with Microsoft word, Excel and knowledge on accessing internet and intranet, especially WAF HRISS

Skills & Abilities

- Promote team morale and build commitment towards a common aim.
- Identify the important issues and select an established procedure to address the problem

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: 995 Service Technician- DMA (Rewa 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