

POSITION DESCRIPTION

REF 1315 SERVICE TECHNICIAN (DMA & DISTRIBUTION NETWORK SERVICES) WAILOKU DEPOT

Salary Scale	\$14,868.00 - \$18,585.00 per annum	Position Type	Established
Structure:	Department:	Operations	
	Sub – Section	DMA & Distribution Network Services	
Location:	Wailoku Depot		

About Our Organisation

The Water Authority of Fiji is a corporate body established under the Water Authority of Fiji Act 2007 to make provision for the effective management and administration of the Water and the sewerage systems.

We are responsible for providing access to quality drinking water and wastewater services to over 154,000 residential and non-residential metered customers in the urban areas of Fiji and setting up water supply systems in rural areas.

Position Objective

The Service Technician is primarily responsible for assisting the Technical Officer with the successful execution on daily operations and repair & maintenance activities within the designated area of responsibility to ensure the continuous supply and safe drinking water in accordance with WHO Standard. The Service Technician is required to work closely with the Technical Officer and Technicians in the designated area of responsibility to ensure that complaints and leakages are addressed in a timely and efficient manner in accordance with the service levels specified within the WAF Customer Service Charter

Key Accountabilities

- Effective and Efficient System Operations:
 - Thorough understanding an execution of relevant Standard Operating Procedures
 - Ensure valve operations conducted are recorded and reported to supervisor for tracking purposes
 - Undertaken end of mains system flushing to improve water quality.
 - Identify and prioritize complaints based on severity and extent of water loss, providing feedback to superiors

- Execution of Planned Preventative Maintenance (PPM) program in a timely manner with updates provided to superiors
- Effective and Timely Planning / Organizing and Execution of the following:
 - Programmed complaints executed as per the prescribed schedule
 - Timely execution of complaints with feedback provided to the Technical Officer / Clerk / Supervisor for resolution
 - Maintain work log of works done including specific details relating to time spent, fittings utilized, manpower allocated and resources required, etc.
 - Minimize instances of escalated complaints and referrals;
 - Strict adherence to planned complaints program
 - Ensure that escalated complaints and referrals are attended to in a timely manner with feedback provided to superiors
- Repairs / Installation / Reinstatement Works Quality;
 - Drive and maintain a high standard of works.
 - Minimize instances of re-work targeting 0% return jobs
 - Ensure proper installation works are executed
 - Ensure bolted fittings are properly secured and tightened to the specified torque settings in the proper pattern
 - Observe and ensure proper establishment of Traffic Management Plan (TMP) and Traffic Control with appropriate equipment
 - Execute reinstatement ensure that sufficient sand bedding is laid and mechanically compacted in prescribed layers, ensure that road reinstatement is conducted in accordance with FRA Standard with backfilling materials mechanically compacted in layers to achieve sufficient compaction to withstand settlement under trafficable loads.
 - Ensure proper site reinstatement is executed making good site to original condition.
- Works Site Management
 - Safely secure site and establish safe working space free from obstruction and foot traffic
 - Ensure all required tools and equipment are arranged for the works.
 - Establish Traffic Management where applicable and control traffic movement

- Ensure that Saw cutting is carried out on the road pavement or concrete Sidewalk prior to commencement of excavation.
- Cordon off work area and erect appropriate signage to advise the public.
- Ensure that trenching is carried out in a safe manner, employ benching to eliminate risk of trench collapse.
- Arrange for detection of underground services to minimize instances of 3rd party damage.
- Non-Revenue Water
 - Coordinate with the Leak Detection Unit to identify non-visible leakages
 - Undertake regular pressure and flow reading at prescribed intervals to determine the performance and behavior of the network and identify potential deviations in system behaviour.
 - Monitor and address leakages in a timely manner to reduce instances of water wastage
- Occupation Health & Safety
 - Champion and drive a culture of safety in the workplace;
 - Work towards achieving and maintaining a Zero (0) harm work place;
 - Ensure that staff are well equipped with Personal Protective Equipment (PPE) while at work;
 - Advise Technical Officer and OHS Officer of need for PPE replacement as per staff needs to comply with Occupational Health & Safety Management System (OHSMS)

Position Specification

Competencies

QUALIFICATION REQUIREMENT

- Certificate IV in Plumbing & Sheet metal or Electrical Engineering or Fitting & Machining or Electronics Engineering
OR
- Trade Test Certificate (Class III) Pipe Fitter / Plumber (General), Fitter Machinist
OR
- Certificate III & IV in Carpentry and Joinery and/or Certificate III in Engineering – Mechanical Trade (Maintenance) Diesel Fitting Pathway

EXPERIENCE, SKILLS, & ABILITIES

- At least 4 Years of proven experience in the field of water and wastewater operations and maintenance/ carpentry and joinery works/ mechanical and electrical installation, generator and pump maintenance.
- Outstanding communication and report writing skills;
- Experience with safely operating power tools and equipment with appropriate PPE
- Demonstrated ability to adapt to changing operational situations by understanding system behavior and performance
- and reacting accordingly
- Sound understanding of water supply system operations
- Demonstrated understanding of Non-Revenue Water Concepts and the Virtuous Cycle and impact / contribution that reactive maintenance and operations plays in reducing Non – Revenue Water Levels
- Organizational Skills to plan and program works; and
- Basic understanding of Hydraulics and water network system behaviors.
- Experience working in confined spaces
- Experience of working on live water mains and mains under pressure
- Experience working on large water mains in excess of DN 300 and familiar with the use and assembly of ductile iron fittings for w
- Water works purposesLeadership experience and qualities
- High attention to detail ensuring works are completed to the highest quality
- Understanding and experience with establishment of Traffic Management Plans and Traffic Control while working within the Fiji Road Authority (FRA) carriage way
- Understanding of excavation techniques in poor ground conditions
- Familiarity with FRA reinstatement techniques and requirements.
- Ability to work as part of a team

WHERE TO SEND YOUR APPLICATION

Typed applications of no more than three (3) pages 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: 1315 Service Technician (DMA & Distribution Network Services) – Wailoku Depot and should be received no later than **5pm on the 8 December 2023** and could be:

Mailed to:

Hand delivered to:

Emailed to:

The Manager Human Resources

or

Human Resources Unit

or

hr.recruit@waf.com.fj