

POSITION DESCRIPTION

REF 1447: TECHNICAL OFFICER (DMA & DISTRIBUTION NETWORK SERVICES)-

WAILOKU DEPOT

Salary Scale	An attractive remuneration package will be offered to the successful candidate	Position Type	Established
Structure:	Department:	Operations SBU	
	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 Technical Officer DMA & Distribution Network is responsible for providing technical advice, organizing and leading the field teams in the implementation and execution of the daily planned activities, reactive operations and maintenance activities to ensure the provision of quality and safe drinking water in accordance with the World Health Organization (WHO) standards in the respective zone. This position reports to the Supervisor DMA & Distribution Network.

Key Accountabilities

- Timely and effective assistance provided to the supervisor for the following:
 - Formulation, development and implementation of operational plans, Standard Operating Procedures (SOP) and DMA functions
 - Daily system performance report provided;
 - Resolving gentrack complaints based on field teams feedback and advise, detailing materials and time spent on works

- Compile Work Order Form and submit to GIS for updates
- Work Scheduling and Complaints Resolutions
 - Planning and scheduling of customer complaints with reference to gentrack generated service orders;
 - Planning and organizing resources, manpower and materials required for planned works organized on a daily basis
 - Providing timely feedback to customer service on the progress and schedule of customer complaints
 - Updating of gentrack Service Order and closing complaints upon completion in line with field team reports.
 - Service orders effectively prioritized and managed with reference to the gentrack report.
 - Analyze and assess complaint closure performance in line with established targets to identify areas for improvements to increase efficiency in complaints closure
 - Ensure complaints are attended in accordance with WAF Customer Charter service level targets.
 - Minimize instances of escalated complaints and referrals
 - 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 a properly secured and tightened to the specified torque settings by Teams 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 mechanical 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 conditions
 - Overall system monitoring & Operations

- Effective system monitoring, interpreting system behaviors and planning appropriate operational response based on advice provided by Senior Engineer Network, Regional Engineer and or Team Leader Water Operations ;
- Undertake Valve Operations according to system behaviors as required;
- Undertaken system flushing to remove air from the system reducing instances of bursts.
- Report to National Control Centre on Valves Operated, New Valve Setting and timing of operations
- Provide timely advice to NCC to issue disruption notices due to low level, valve operations of major system burst
- Understand the overall impact valve operations has on the entire water supply system.
- Prepare hand over and takeover report detailing valves operated, reservoir levels and identified issues that need the attention of the team.
 - 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 behavior.
- 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)
- Conduct safety checks on works sites to ensure compliance to WAF's OHSMS
- Carry out monthly inspection of field staff PPE ensuring that all PPE is in working order and replacement obtained for work or PPE in need of replacement

Position Specification

Competencies

QUALIFICATION & EXPERIENCE REQUIREMENT

- Trade Certificate/ Certificate III/ Certificate IV in Plumbing & Sheet Metal or Welding & Fabrication and/ or Carpentry
- Trade Test Certificate (Class 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 and wastewater operations and maintenance;
- At least 3 Years relevant experience in operations and maintenance with Trade Test Certificate

SKILLS, & ABILITIES

- Outstanding communication and report writing skills;
- Proficient with MS office software applications;
- Sound understanding of water supply system operations and on water treatment 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.
- Ability to Plan, Schedule, Inspect and determine the materials, manpower, materials and resources required for specific works
- 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 water works purposes
- Leadership 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

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: 1447 Technical Officer (DMA & Distribution Network Services) – Wailoku Depot and should be received no later than **5pm on 30 August 2024** and could be:

Mailed to:

The Manager Human Resources

Water Authority of Fiji

PO Box 1272, Suva

Hand delivered to:

Human Resources Unit

Level 3, Manohan Building

Corner Wainivula & Kings Road

Emailed to:

or hr.recruit@waf.com.fj