

POSITION DESCRIPTION

REF 1452: TECHNICIAN (DMA & DISTRIBUTION NETWORK SERVICES) – LAUTOKA 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 Networks	
Location:	Lautoka 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 also setting up water supply systems in rural areas.

Position Objective

The Technician is primarily responsible for assisting the Technical Officer with repair and maintenance works across the Water Network ranging from intake source, bulk transmission lines, Reservoir maintenance, distribution network and service connections to the customer meter. The Technician shall be responsible for the successful delivery of daily operations and maintenance activities for WAF DMA & Distribution Network Services Unit. This responsibility includes attending to WAF's customer complaints, this position reports to the Technical Officer.

Key Accountabilities

- Efficient and effective operations and maintenance executed for WAF District Meter Area and Distribution Networks Services.
- Thorough understanding and execution of DMA Standard Operating Procedures (SOPs) ensured;
- Planned Preventative Maintenance (PPM) works and general maintenance works carried out effectively and in a timely manner
- Quality and timely works undertaken to address complaints and referrals in line with the WAF Customer Charter
- Customer complaints appropriately managed and successfully resolved in partnership with relevant staff
- Close collaboration with other WAF departments/ units ensured to efficiently resolved customer complaints
- Scheduled of works executed in a timely manner as per department plant including Repair & Maintenance, Operations, Planned Preventative Maintenance, Upgrade, Flushing, and Cleaning of Water Mains and Appurtenances

- Timely field reporting of works completed reported to Technical Officer and Supervisor to advise for complaint closure;
- Safe and efficient operations of Power tools ensuring compliance with established Occupation Health and Safety Procedures and executed with a duty of care for fellow staff;
- Prepare daily log of all operations and maintenance activities carried out reported to immediate supervisor and support officer for documentation and complaint closure in WAF complaint management system.
- Fully compliance with internal and external polices and legislative and regulatory requirements maintained at all times;
- Ensure proper site preparation in compliance with relevant statutory requirements;
- Delegated referrals or Adhoc requests addressed in a 24hrs period.
- Cooperation within a team or across function to ensure that departmental targets / goals are achieved
- Uphold and support organisational values at all times ensuring that deliverables are aligned to organisational values and strategic directions
- Uphold and maintain a culture of safety targeting Zero Harm in and around the workplace
- Accurate and timely reporting of near miss and incidents to superiors;
- Contribute to Team Meetings providing input and insight
- Initiative to improve performance and resolution of complaints in the Work Management System
- Uphold and maintain high quality of works minimizing instances of poor workmanship or rework to zero.
- Provide relevant and timely updates on works assigned by superiors
- Relevant meetings are attended with relevant and effective contributions;
- Carry out any other duties assigned by the Supervisor or Team Leader

Position Specification

Competencies

QUALIFICATION REQUIREMENT

- The Applicant must either possess a Certificate III in Plumbing and Sheet metal with 3 years of relevant works experience working in the Water / Wastewater Network or a Trade Test Certificate Class III in the discipline of Pipe Fitter or Plumber General with 2 years of demonstrated experience working on water and wastewater networks; OR
- Certification in Specialized Plumbing Courses with 2 years' experience in water works/
- Knowledge of network operations and management is an added advantage

EXPERIENCE, SKILLS, & ABILITIES

- Experience with safely operating power tools and equipment with appropriate PPE
- Understanding of Traffic Management Plans and Practices while working within the FRA Carriage Way
- Understanding Occupational Health and Safety Management Systems (OHSMS) and practices;
- Demonstrated ability to undertake repair and maintenance on large water mains
- Ability to undertake repair and maintenance of live assets
- Demonstrated ability to monitor, prioritize, respond and control effectively in operational situation
- Experience in prioritizing tasks to efficiently utilize resources and demonstrate initiative and strategic approach in coping with unexpected situations.
- Initiative to undertake necessary corrective action with minimal supervision
- Ability to adapt to changing operational situations by understanding system behaviour and performance.
- Ability to work as a team
- Sound knowledge and relevant experience in water pipeline operations / water supply operations will be well regarded
- Demonstrated ability to lead and supervise operational teams
- Proven knowledge to effectively utilise information technology, including computerised control & monitoring systems (e.g. SCADA), geographical information systems, and engineering plans & drawings in making operational and maintenance decisions.

- Demonstrated understanding of Non-Revenue Water Concepts and the Virtuous Cycle and impact / contribution Reactive Maintenance and Operations plays in reducing Non-Revenue Water Levels.
- Demonstrated experience in water and/or wastewater network operations & maintenance management.
- Proven track record of high-quality service provided to customers
- Ability to communicate effectively with internal and external contacts.
- Ability to provide technical advice and expertise
- Working knowledge as well as experience with MS Office software together with good and timely report writing skills.
- Must have a valid driving license.

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: 1452 Technician (DMA & Distribution Network Services) Lautoka Depot**” and should be received no later than **5pm 30th August 2024** and could be:

Mailed to:

The Manager Human Resources
Water Authority of Fiji
P O Box 1272, Suva

Hand delivered to:

Human Resources Unit
Level 3, Manohan Building
Corner Wainivula & Kings Road

Emailed to:

hr.recruit@waf.com.fj