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| **Job Overview** | |
| **Job Title:** Water Treatment System Technician | |
| **Department:** Production & Quality | |
| **Duty Station:** Rwanda, with the option to travel within assigned locations. | |
| **Reports To:** Production & Quality Lead | |
| **Full-time Position** | |
| **Internal Interfaces:** | **External Interfaces:** |
| * Quality & Production Department * Franchise Support Department * Finance Department * Corporate Store Team | * Jibu Franchisees & staff * Suppliers * RFDA & RSB |
| **JibuCo Ltd** | |
| The Team member is responsible for helping Jibu to achieve volume, expansion, profitability (cost savings and total revenue), and impact targets as defined by the Country Director and in line with the Jibu mission and objectives. All team members are expected to problem-solve as owners per the Jibu Culture Handbook. | |
| **Job Purpose:** | |
| This position requires the WTS Technician to provide technical support and ensure quality standards are maintained at Jibu franchises as well as coordinating quality audit programs and identifying areas of continuous development for all quality control processes, procedures, and standards used at the franchises. The role requires hands-on involvement, persistence, and adaptability to respond to the challenges and needs that arise day to day in a timely manner | |
| **Duties & Responsibilities:** | |
| * Respond to technical service requests from franchises swiftly and comprehensively * Perform installations, maintenance, and troubleshooting of the water treatment systems and the up-fit of the facilities that house them * Implement and maintain operational and quality control processes and ensure local operators receive the required training * Ensure adherence to Jibu quality standards or SOPs and regulatory requirements through regular franchise visits and quality audits * Ensure that all franchise-level records are documented and maintained and meet traceability requirements. * Support JibuCo lab in sample collection, and in performing root cause analysis and corrective actions * Provide support for specified technical projects including installation of new production and quality control devices, and upgrade of electrical/electronic components of the water treatment system, while maintaining accurate documentation and reporting * Coordinate the maintenance, troubleshooting, and repair of electrical/electronic components used in the water treatment system * Support in the coordination of onsite audits conducted by external bodies (RSB/RFDA/SKCP) * Ensure monthly targets are met and use agreed-upon KPIs to track performance | |
| **Supervision Received:** This position works highly autonomously and reports directly to the Production & Quality Lead. | |
| **Management Responsibility:** Supporting the Franchisee in the management of the operator's team. | |
| **Direct Reports:** None | |
| **Experience Requirements** | |
| Minimum Experience Requirements:   * At least 3 years of working experience * Experience in water engineering, water production or any other related field * Experience in quality assurance measures * At least 1-3 year experience in supervising and leading small teams   Preferred Experience Requirements:   * At least 4 years of working experience * Experience in water engineering, water production or any other related field * Experience in quality assurance measures * Experience in dealing with regulatory bodies (WASAC, RSB, FDA) * Knowledge about HACCP / RCP\_Food Hygiene will be the additional value | |
| **Required Skills:** | |
| * Is detail-oriented with a critical eye for both quality breaches and process improvements * Is conversant with MS Word, Excel, and PowerPoint * Is assertive and uses authority to communicate effectively * Is a self-starter, able to think critically and solve problems on the fly * Is creative, and solution-oriented with a positive attitude and a sense for continuous improvement | |

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| **Position Filled:** |
| Person Hired: |
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| Hire Date: |
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| Job Location: |
|  |
| Reporting To: |
|  |
| Additional Comments: |