



JOB DESCRIPTION

Job Overview	
Job Title: Water Treatment Systems Technician	
Department: Production & Quality	
Duty Station: Uganda, with the option to travel within assigned locations.	
Reports To: Production & Quality Manager	
Full-time Position	
Internal Interfaces:	External Interfaces:
<ul style="list-style-type: none">• Quality & Production Department• Franchise Support Department• Finance Department• Corporate Store Team	<ul style="list-style-type: none">• Jibu Franchisees & staff• UNBS
JibuCo Ltd	
<p>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.</p>	
Job Purpose:	
<p>This position requires the Senior Quality & Training Technician to provide technical support and ensure quality standards are maintained at Jibu franchises as well as coordinating training programs and franchise certification efforts with accreditation bodies. 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</p>	
Duties & Responsibilities:	
<p>Technical Support & Response</p> <ul style="list-style-type: none">• Respond to technical service requests from franchises promptly and comprehensively.• Perform installations, maintenance, troubleshooting of water treatment systems, and facility upgrades.• Develop, plan, and coordinate preventive maintenance programs across all franchises; monitor implementation. <p>Quality Assurance & Compliance</p> <ul style="list-style-type: none">• Implement and maintain operational and quality control processes.• Ensure adherence to Jibu quality standards and regulatory requirements through regular visits, audits, and quality reviews.• Support franchise certification efforts, including preparedness activities, and coordinate with regulators (e.g., KCCA, UNBS).• Track, analyze, and document franchise quality performance; enforce Jibu Quality Breach Policy.• Initiate root cause analysis for non-conformities and implement corrective/preventive actions.	



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- Maintain and update documentation on quality control processes, procedures, and standards.

Training & Capacity Building

- Train and evaluate operators to ensure proper operation of water treatment systems.
- Monitor effectiveness of technical training through operator performance tracking.
- Identify future training needs, update training materials, and organize refresher sessions and professional development courses.
- Maintain accurate documentation and reporting of all training activities.

Lab & Technical Investigations

- Support JibuCo lab in sample collection, root cause analysis, and corrective action implementation.

Performance Monitoring

- Ensure monthly targets are met and monitor performance using agreed KPIs.

Supervision Received: This position works highly autonomously and reports directly to the Production & Quality Manager.

Management Responsibility: Supporting the Franchisee in 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 (UNBS, KCCA and other authorities)

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, solution-oriented with a positive attitude and a sense for continuous improvement

Position Filled:

Person Hired:



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Hire Date:
Job Location:
Reporting To:
Additional Comments: