

POSITION DESCRIPTION



Controller, OCC

Position No.	MEL1309
Vacancy Type	Internal & External
Classification	PSI 7
Salary	29,100 x 800 - 37,100 x 1,000 - 46,100.
Employment Type	Permanent Position
How to Apply	Online applications are preferred. For online application and downloading Application Form, please visit: https://mauritiusmetroexpress.mu/job-vacancies/?lang=en Via email: Applications together with scanned copies of academic qualifications can also be emailed to: - career@metroexpressltd.org Via post: Applications together with scanned copies of academic qualifications can also be addressed to: - Human Resources Manager Metro Express Limited, Branch Road, Richelieu The envelope or the title of the email should be clearly marked "Controller, OCC".
Position deadline	Wednesday 30 September 2026 by 15:00 Applications received after the closing date will not be considered.

Job Title:
Controller, OCC

Reporting Line:
Manager, OCC

Function/Division:
Operations – Operations
Control Centre

Location:
Richelieu/Rose Hill

We are looking for prospective employees who are, customer-oriented, safety-conscious, compliant to rules and procedures as well as team players.

Mandatory Qualifications:

- (i) Possess a Bachelor or Diploma in any Engineering discipline from a recognised University or an equivalent qualification acceptable to the Board of MEL;
- (ii) Have at least 1-year working experience preferably in a Control Room environment;

Note:

- (i) Candidates should produce written evidence of experience claimed.

Attributes:

- (i) Possess ability to handle emergency situations;
- (ii) Effective in handling stress, and analyse issues systematically to make sound and safe decisions;
- (iii) Possess exceptional written skills for investigation and report writing, and excellent IT knowledge;

Duties & Responsibilities:

The incumbent shall be in charge of the following:

1. Manage and instruct all maintenance and operations works and staffs as per SOPs which includes Senior technicians, supervisors, station staffs, technicians, train captains, ticket inspectors);
2. Manage train service as scheduled for mainline and all train movements within the depot;
3. Launching and withdrawing of passenger service trains from depot to mainline;
4. Monitor train preparations completion as scheduled;
5. Monitor and control train service on the main line;
6. Managing track accesses during revenue service and engineering hours within the controlled areas Metro Express Ltd;
7. Managing incidents at first level by instructing Operation and Maintenance staff to act as per the existing procedures and conduct appropriate train reformation;
8. Managing faults by recording/disseminating same to required Maintenance and Operation section and conducting follow-ups for quick responses for better costumer services;
9. Managing the train service time-table and ensure it is being respected by train operation, and ensuring prompt train

- services at all stations;
10. Managing prompt dissemination of information to other sections and delivering PA announcements at stations for better customer service;
 11. Managing the health of ETS equipment by dispatching technician/Senior technician/station staff and conducting follow up with the staff for ensuring proper functioning of the said equipment;
 12. Writing and reviewing of Standard Operating Procedures and Work Instructions;
 13. Managing workstations in the OCC and be competent in operating the following main systems; O&O, AVLS, TSPS, CCTV, PISPASPA, ETS, TETRA, SCADA, PLAN B, OMCS, IMS, MAXIMO;
 14. Carry out meeting and collaborate with internal and external stakeholders (O&M departments, Essential services, contractors, consultants, etc.);
 15. Training of new staff by assisting in their supervised field training and conducting drills/table tops as and when required;
 16. Coordinating internal (Security, Operations and Maintenance staff) and external stakeholders during any emergencies;
 17. Network extension Planning, Testing and Commissioning with contractors and consultants;
 18. To perform such other tasks and related duties as may be assigned and subjected to exigency of services.

MEL reserves the right not to fill any vacancy following this advertisement and to call for interview only the best qualified candidate.

05 September 2026