

TELECOMMUNICATIONS AUTHORITY OF FIJI

JOB DESCRIPTION: INFORMATION TECHNOLOGY SPECIALIST OFFICER

CORPORATE INFORMATION

1. **Salary Range:** \$35,382 - \$53,073
2. **Duty Station:** Telecommunications Authority of Fiji Office
3. **Reporting Responsibilities:**
 - a) **Reports To:** Manager Technical Regulatory
 - b) **Liaises with:** Board of Directors, CEO, Manager Legal, Manager Corporate Services, Manager Projects, Personal Assistant to CEO, Team Leader (Engineer & Projects), Project Officer, Engineer Support Officers, Corporate Communications Officer, Finance Officer, Finance Assistant, Administration Officer & Receptionist, Office Assistant, Driver/Messenger, Stakeholders and other Government Ministries.
 - c) **Subordinates:** None

POSITION PURPOSE

The role is responsible for the efficient and effective operation of the ICT infrastructure for the Telecommunications Authority of Fiji (TAF). This includes ensuring minimal downtime of ICT systems, implementing robust disaster recovery plans, and supporting continuous service delivery, particularly during disruptions or disasters.

The position reports directly to the Manager Technical Regulatory and is required to liaise with both internal and external stakeholders to ensure TAF's ICT infrastructure remains up-to-date, secure, and aligned with the latest technological advancements and cost-effective solutions.

KEY RESULTS AREA (KRA)

The position will achieve its purpose through the following:

1. Implement and manage TAF's IT infrastructure, website, and intranet systems to ensure proper maintenance, security, and timely updates of regulatory information and data, in full compliance with information management and technology standards. Systems should be maintained to achieve a minimum uptime of 99.9%.
2. Ensure secure, reliable, and effective telecommunications facilities, including during emergencies, and provide technical advisory support to safeguard TAF's systems and ensure business continuity through high availability and redundancy planning.

3. Design, develop and implement automated systems to improve operational efficiency in regulatory functions, including revenue capture through automated licensing and invoicing, import permit issuance, and type approval certification.
4. Maintain and monitor the performance of the Monitoring & Evaluation (M&E) System in collaboration with the Engineering Officer to ensure accurate data collation, processing, analysis and reporting.
5. Conduct continuous market research and analysis on emerging technologies and introduce system upgrades or enhancements that align with TAF's operational and strategic needs. Preference will be given to solutions that include cloud-based services and architectures.
6. Maintain comprehensive and accurate documentation of all ICT systems. Implement and manage change control procedures, and ensuring systems inventory and configurations are up to date.
7. Design and implement cybersecurity controls, including firewalls, endpoint protection, threat detection systems, and conduct cyber risk assessments. Develop security incident handling and response protocols, including mitigation strategies to minimize risk and disruption.
8. Establish and maintain effective incident response procedures to ensure timely resolution of ICT issues. Strive to reduce Mean Time to Recovery (MTTR) and improve root cause analysis and response tracking.
9. Lead negotiations and manage vendor relationships related to telecommunications services and infrastructure. Develop TAF's ICT strategy, operational guidelines, and policies to ensure value for money and alignment with industry standards.
10. Manage the Internet Exchange Point (IXP) to ensure major Internet Service Providers (ISPs) are effectively connected to the IXP switch to enhance local traffic efficiency and reduce reliance on international bandwidth.
11. Develop, implement, and test a robust Disaster Recovery Plan (DRP) to ensure timely restoration of ICT systems and data in the event of disaster or service disruption, ensuring continuity of regulatory functions.
12. Actively participate in corporate activities, events, cross-functional initiatives, and support broader organizational goals and culture.
13. Synthesize lessons learned and identify best practices directly related to ICT management, contributing to continuous improvement across TAF's operations.

KEY PERFORMANCE INDICATORS

Performance will be measured through the following indicators:

1. Effective TAF IT infrastructure and intranet system are regularly managed and updated to provide regulatory information and data in a timely manner;

2. All TAF automated process are developed and implemented to ensure a cost effective and accurate to reduce turnaround time for application processing;
3. All service providers data for monitoring & evaluation are entered in accordance with the required timeline for provision to International Telecommunication Union for ICT performance;
4. Effective IXP enhancement for better provision of internet service for domestic traffic as per the MOU between service providers and TAF;
5. All ICT related works are properly managed to ensure TAF infrastructure is well managed and maintained for better service delivery;
6. Attend to all TAF events, workshop corporate responsibilities pertaining to ICT.

PERSON SPECIFICATION

In addition to a Bachelor's Degree in Information Systems, Networking, or an equivalent qualification, with international certifications in Microsoft (MCSA – Microsoft Certified Solutions Associate or MCSE – Microsoft Certified Solutions Expert) and Cisco (CCNA – Cisco Certified Network Associate or CCNP – Cisco Certified Network Professional), the following knowledge, experience, skills, and abilities are required to successfully undertake the responsibilities of this role.

Knowledge and Experience

1. At least five (5) years of experience in a complex network and system administration or similar ICT role.
2. Practical, hands-on knowledge in all aspects of ICT-related work, including systems consultation, maintenance, and budgeting.
3. A strong understanding of how to maintain effective working relationships with diverse stakeholders.
4. Sound knowledge of ICT laws, regulations, and compliance with established standards, policies, and procedures.

Skills and Abilities

1. Demonstrates ability to analyze and solve complex ICT problems, providing effective support to a broad range of users in a resource-constrained environment.
2. Demonstrates comprehensive knowledge of information technology and the ability to apply it effectively across multiple work assignments and projects.
3. Strong oral and written communication skills, with the ability to communicate technical concepts clearly to non-technical stakeholders.
4. Excellent problem-solving skills, with a proactive approach to identifying and addressing issues.

5. Ability to work collaboratively in a team environment and foster productive working relationships.
6. Proven ability to meet tight and immovable deadlines while maintaining quality and accuracy.
7. Demonstrated ability to maintain confidentiality and neutrality, in a sensitive environment.
8. A service-oriented mindset, with a strong commitment to supporting TAF's operational, strategic, and corporate goals.

Personal Character and Eligibility

Applicants for employment in the Telecommunications Authority of Fiji must be Fijian Citizens, below the age of 60, be of sound health, with a clear police record. The successful applicant will be required to provide a medical certificate and police clearance as a condition of employment.

The Telecommunications Authority of Fiji is an **Equal Employment Opportunity Employer (EEO)**. **Women are strongly encouraged to apply.** Applicants are encouraged from all eligible and qualified applicants. Applicants highly assessed as having specific knowledge, experience, skills and abilities required for the job will be considered.