

TELECOMMUNICATIONS AUTHORITY OF FIJI

JOB DESCRIPTION: ENGINEERING SUPPORT OFFICER – MONITORING AND EVALUATION

CORPORATE INFORMATION

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

Position Purpose

The role is responsible for maintaining and improving TAF's Monitoring and Evaluation (M&E) System and support the collection, validation, analysis and reporting of telecommunications/ICT sector data.

The position provides reliable information on service coverage, penetration, quality, availability, accessibility, affordability and usage to support TAF's regulatory functions, planning and decision-making. It also assists in monitoring relevant telecommunications projects and programmes and assessing their progress and outcomes.

Key Results Area (KRA)

The position will achieve its purpose through the following:

1. Maintain TAF's M&E System, databases and reporting tools to support consistent data collection, accurate records and improved monitoring processes.
2. Coordinate timely data submissions from telecommunications/ICT operators and relevant stakeholders, verify their accuracy and completeness, and follow up on outstanding information.
3. Analyse data on coverage, penetration, usage, service quality, accessibility and affordability to identify trends, service gaps and emerging issues.
4. Prepare timely statistical reports, dashboards and briefings, and provide evidence-based findings and recommendations to support TAF's regulatory decisions and sector development.

5. Track relevant TAF projects and programmes against approved indicators, targets and milestones, and report progress, risks and implementation gaps.
6. Protect sensitive information, maintain professional stakeholder relationships, and contribute to TAF's planning, teamwork and other relevant duties assigned to the position.
7. Participate in corporate activities and functions of TAF as and when required.

Key Performance Indicators (KPI)

Performance will be measured through the following indicators:

1. Data Collection and Quality: Required data collected on time, validated for accuracy and completeness, and discrepancies resolved or escalated promptly.
2. M&E System and Reporting: M&E databases and tools kept current, with accurate reports, dashboards and briefings submitted within agreed deadlines.
3. Sector Analysis and Project Monitoring: Evidence-based findings and recommendations provided, project progress tracked against approved targets, and risks or delays reported promptly.
4. Professional Conduct and Corporate Contribution: Confidentiality maintained, effective stakeholder relationships demonstrated, and assigned corporate duties completed on time.

Person Specification

In addition to a recognised tertiary qualification in Telecommunications Engineering, Electrical or Electronic Engineering, Computer Engineering, Information Technology, Computer Science, Statistics, Data Science, Economics or an equivalent relevant discipline, the following knowledge, experience, skills and abilities are required to perform the duties of this position effectively. Additional training or certification in monitoring and evaluation, statistical analysis, database management, business intelligence, geographic information systems (GIS) or project monitoring would be desirable.

Knowledge and Experience

1. At least three years of relevant experience in telecommunications/ICT monitoring, regulatory reporting, data analysis, monitoring and evaluation, or a closely related field.
2. Practical experience in collecting, validating, analysing and reporting quantitative data.
3. Working knowledge of telecommunications/ICT networks, services and sector performance indicators.
4. Experience using spreadsheets, databases and reporting or visualisation tools.
5. Understanding of monitoring frameworks, baselines, targets and performance indicators.
6. Awareness of Fiji's telecommunications/ICT regulatory framework and the ability to apply relevant reporting requirements.
7. Experience coordinating data submissions and maintaining effective stakeholder relationships.

8. Experience with SQL, Power BI, GIS, statistical software or similar tools would be an advantage.

Skills and Abilities

1. Strong analytical and numerical skills, with attention to accuracy and detail.
2. Ability to identify data inconsistencies, investigate their causes and recommend practical solutions.
3. Ability to translate technical and statistical findings into clear reports and presentations.
4. Effective written and verbal communication skills.
5. Ability to manage competing priorities and meet agreed deadlines.
6. Ability to work independently and contribute effectively within a team.
7. Sound judgement, integrity, impartiality and respect for confidentiality.
8. Ability to engage professionally with operators, government agencies and other stakeholders.
9. Willingness to undertake relevant fieldwork and travel when required.
10. Commitment to continuous learning and improving TAF's monitoring and reporting processes.
11. Service oriented approach, with a commitment to supporting the operational and corporate environment of the organization.

Personal Character and Eligibility

Applicants for employment in the Telecommunications Authority of Fiji must be Fijian Citizen, 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. Applicants are encouraged from all eligible and qualified applicants. Applicants highly assessed as having specific knowledge, experience, skills, and abilities required for the job are considered.