

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:** CEO, Manager Legal, Manager Corporate Services, Manager Projects, Team Leader [Engineer & Projects], Project Officer, Engineer Support Officers, Corporate Communications Officer, Finance Officer, Finance Assistant, Administration 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 secure, reliable and efficient Information and Communications Technology (ICT) systems that support the Telecommunications Authority of Fiji's (TAF) regulatory and corporate functions.

The role manages ICT infrastructure, user support, cybersecurity, business systems and disaster recovery arrangements to minimise service disruptions, protect information and improve service delivery through appropriate technology and automation.

The position reports directly to the Manager Technical and Regulatory and works closely with staff, service providers and other stakeholders to ensure ICT services meet TAF's operational needs, strategic priorities and approved budgets.

KEY RESULTS AREA (KRA)

The position will achieve its purpose through the following:

1. Manage and maintain TAF's networks, servers, cloud services, computers, software and communications facilities. Provide timely user support, monitor system performance and resolve faults to maintain reliable services. Maintain the website and intranet and facilitate the timely publication of approved information.
2. Implement and monitor cybersecurity controls, including access permissions, firewalls, endpoint protection, security updates, and threat detection. Conduct periodic risk assessments, maintain incident response procedures, and promote staff awareness of information security and confidentiality requirements.

3. Develop, maintain, and test ICT disaster recovery arrangements in coordination with TAF's business continuity requirements. Monitor backups, verify data restoration and maintain appropriate redundancy to support the timely recovery of critical systems. Investigate disruptions, document root causes, and implement corrective actions.
4. Develop, configure or coordinate the implementation of approved systems that improve licensing, invoicing, revenue recording, import permits, type approvals and other business processes. Work with the Engineering Officer and relevant teams to maintain the Monitoring and Evaluation (M&E) System and support accurate data processing, validation and reporting.
5. Administer and monitor TAF's Internet Exchange Point (IXP) infrastructure in accordance with applicable agreements. Coordinate with participating Internet Service Providers (ISPs) to maintain connectivity, resolve technical issues and support the efficient exchange of domestic internet traffic. Recommend improvements based on performance and operational needs.
6. Contribute to TAF's ICT strategy, policies, annual work plans and budgets. Assess emerging technologies, including suitable cloud solutions, and recommend improvements based on business needs, security, reliability and whole-of-life costs. Prepare technical specifications, support procurement and monitor vendor performance within approved delegations.
7. Maintain accurate ICT asset registers, software licence records, system configurations, technical documentation and change control records. Submit timely performance and risk reports, document lessons learned and recommend improvements. Provide ICT support for approved meetings, workshops, corporate events and cross-functional initiatives.
8. Actively participate in corporate activities, events and cross-functional initiatives, provide ICT support where required, and contribute to TAF's broader organisational goals and a positive workplace culture.

KEY PERFORMANCE INDICATORS

Performance will be measured through the following indicators:

1. Maintain reliable availability of designated critical ICT systems, excluding approved scheduled maintenance. Resolve logged support requests within approved service standards, with critical incidents promptly escalated and documented.
2. Complete scheduled security reviews, access reviews and critical updates within approved timeframes. Monitor scheduled backups, investigate failures promptly and conduct at least two documented restoration tests and one disaster recovery exercise annually, with corrective actions tracked to completion.
3. Deliver approved automation and system improvement milestones within agreed timelines and budgets and demonstrate improvements against baseline processing times. Complete ICT support and data-processing tasks for M&E and International Telecommunication Union (ITU) reporting by agreed deadlines, with identified system-related errors corrected before submission.
4. Monitor IXP connectivity and performance against applicable agreements and resolve or escalate faults within agreed service standards. Submit quarterly ICT performance reports covering system availability, cybersecurity, IXP operations, vendors and work-plan delivery.

Keep asset, licence and configuration records current and complete assigned ICT support within agreed timelines.

5. Maintain accurate and up-to-date ICT asset registers, software licence records, system configurations, technical documentation and change control records. Submit performance and risk reports within agreed timelines, document lessons learned and recommend practical improvements. Deliver timely and effective ICT support for approved meetings, workshops, corporate events and cross-functional initiatives.
6. Actively participate in corporate activities, events and cross-functional initiatives, provide ICT support where required, and contribute to TAF's broader organisational goals and a positive workplace culture.

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 three (3) years of experience in network and system administration, ICT infrastructure management or similar ICT role.
2. Demonstrated practical experience in administering networks, servers, operating systems, cloud services, user accounts and business applications.
3. Sound knowledge of cybersecurity controls, incident response, backup management, disaster recovery and business continuity arrangements.
4. Experience in implementing or supporting business systems, databases, systems integration and process automation.
5. Working knowledge of website administration, ICT asset management, software licensing, technical documentation and change control.
6. Experience in preparing technical specifications, contributing to ICT budgets and monitoring service providers and maintenance agreements.
7. Understanding of information security, privacy, confidentiality and relevant ICT policies, standards and legal requirements.

Skills and Abilities

1. Strong analytical and troubleshooting skills, with the ability to identify root causes and implement practical solutions.
2. Ability to prioritise competing tasks, respond effectively to service disruptions and meet agreed deadlines in a resource-constrained environment.
3. Clear written and verbal communication skills, including the ability to explain technical matters to non-technical users and prepare accurate reports.

4. Ability to assess technology options and recommend secure, reliable, and cost-effective solutions.
5. Strong interpersonal and teamwork skills, with the ability to maintain productive relationships with staff, vendors, and external stakeholders.
6. Maintain high standards of integrity, confidentiality, impartiality, and professional judgement when handling sensitive information and privileged system access.
7. Ability to work independently within approved authority, maintain accurate records and escalate significant risks promptly.
8. A service-oriented approach and commitment to continuous learning, knowledge sharing and TAF's organisational objectives.

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. 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.