

JOB DESCRIPTION

Incumbent Name:		Emp No:	
Job Title:	Manager ICT	Position Type:	Fulltime
Department:	Information's and Communications Technology	Salary scale:	Band 8
Location:	FCCC Suva Office	Region	Central/Eastern
Directly Reporting To:	1. General Manager – People, Culture & Corporate Services 2. Chief Executive Officer	# of Reports:	3

Organisation Summary

The Fijian Competition & Consumer Commission (FCCC) is an independent statutory body established under Section 7 of the FCCC Act 2010 that promotes effective competition and informed markets, encourages fair trading, protects consumers and businesses from restrictive practices, controls prices of regulated industries and other markets where competition is lessened or limited.

Purpose & Nature of the Role

The Manager Information Communication & Technology (ICT) will be responsible for leading and directing innovative FCCC's ICT systems and network infrastructures, software processes, database architecture and IT security, to achieve consistency and reliability of hardware, software, non-system tools, data archiving and offsite disaster recovery management. The role encompasses a set of core activities that help to achieve project goals and objectives. It includes planning, organizing, and managing different project arenas through which necessary results can be achieved.

The Department shall specifically focus on Strategic Goal 4 and 5 of FCCC to ensure Innovative, digital, quality, efficient services is provided to deliver economical FCCC Services.

Key Result Areas (KRA's)

- Ensure Innovative, digital, quality, efficient services are provided to deliver economical FCCC Services.
- Build in robust ICT framework, methodologies, policies & Standard Operating Procedures in line with the regional & international best practices.
- Strengthen FCCC ICT infrastructure and technologies whilst implementing effective ICT-supported governance, business systems and applications.
- Strengthen ICT Security and organisational continuity whilst reporting on emerging ICT trends.
- Ensure Capacity building is ongoing towards building a resilient ICT Department in FCCC.

Key Accountabilities

- Drive the delivery of ICT services and programs that reflect contemporary best practice and achieves optimal outcomes for FCCC, and the strategic operational and business requirements.
- Create, agree, communicate, and implement the ICT strategy and supporting plans for FCCC, working closely with decision-makers in other departments to identify, recommend, develop, implement, and support digitalization solutions.
- Develop a robust ICT framework, Integrated Planning and Reporting Framework, Business continuity plan, Disaster recovery plan methodologies, policies & Standard Operating Procedures in line with the regional & international best practices.
- Design and implement fit-for-purpose physical and virtual ICT infrastructures to ensure that we achieve our intended Digitalization goals and be future ready whilst ensuring that the implementation and maintenance of technology infrastructure is in line with FCCC's growth plans and technological advancements.
- Keep abreast of emerging ICT trends and technological advancements to ensure that innovative and international and best practices are implemented within FCCC.
- Administer robust, scalable, interoperable business systems and applications whilst ensuring that necessary ICT systems meet the requirements of the business and contribute to the achievement of short- and long-term strategic goals of the organization.
- Ensure security of data, network access, backup systems, ICT systems, assets, including knowledge management and security of such data and information is always maintained for better continuity of the FCCC and free from Cyber-attacks.
- Ensure that the ICT practices the Business Excellence Management of Information through Knowledge and Information Technology
- Ensure Digital transformation and quality output in the organisation whilst managing all performing systems, hardware, software, networks, operating and management systems and ensure these are running effectively and efficiently.
- Act in alignment with user needs and system functionality to contribute to organizational policy hence identify problematic areas and implement strategic solutions in time, implement ICT Audit procedures.
- Project delivery: managing vendors, implementing projects, resource management, running stand-ups / sprints
- Develop and manage the planning and budgeting of the ICT department to ensure resources are allocated and utilized to provide the best ICT services for the organizational growth.
- Identify sources of funding, prepare proposals, flying minutes, and submit funding applications through

General Manager People Culture & Corporate Services.

- Lead and build capacity of ICT personnel engaged in developing, delivering, and supporting IT systems and services and telecommunication services.
- Collaborate with cross functional teams, industry stakeholders and government agencies and carry out relevant ICT benchmarking or any special projects pertaining to FCCC focus.
- Prepare reports for all ICT activities metrics and analyze all results to recommend the way forward.
- Overseeing the creation of plans and strategies that help organizations achieve its goals through the ICT department whilst also liaising with other stakeholders to formulate progressive strategic plans for FCCC.
- Contribute to the overall mission of the FCCC by participating in cross-divisional work streams.
- Ensure that Weekly, Monthly, Quarterly and Annual reports are compiled and presented on a timely manner to the General Manager Regulations, who shall table the same to the Chief Executive Officer.
- Discuss and improve the reports of FCCC through quality improvement tools.
- Ensure all Occupational Health & Safety procedures are followed according to the Health and Safety at Work Act 1996 while carrying out hazardous work outside or within the Office Premises. Ensure all the hazards concerning the area of work are highlighted prior to the reporting line.
- Ensure Innovation and continuous improvement and business excellence strategies are implemented on a random basis to achieve the desired outcome of FCCC.
- Any other duties that may be assigned by the Supervisor within the scope of the Manager ICT role.

Key Performance Indicators (KPI's)

- Refer to Annual KPI set every financial year

Qualification

Bachelor's Degree or a Master's degree or equivalent in Information Technology, Computer Science, MIS or similar field.

Knowledge and Experience

- Minimum of 5 – 8 years' experience in a similar role with a proven of highly advanced technical abilities with a operational vision.
- Extensive experience in ICT including Mac/Windows client and server, and administrative systems, including recent technical certifications
- Excellent knowledge of technical management, information analysis and of computer hardware/software systems
- Knowledge of FCCC internal and external guidelines, decision making processes and policies.

- Knowledge of risk management investigation techniques and their practical application.
- Uphold & adhere to FCCC principles and values.
- Ability to absorb and support new facts, data and information rapidly.
- Ability to work on own initiative or as part of a team.
- An energetic, creative, and collaborative approach to working and problem solving.
- Must be able to work in a team environment as well as independently.
- Able to prioritize, anticipate, and deliver multiple, sometimes competing objectives under tight deadlines.
- Ability to handle complex issues/ fraudulent and investigation.

Skills and Abilities

- Highly developed strategic and business acumen skills.
- A thorough understanding of modern Information Communication Technology, strong business management expertise and planning skills relevant to today's fast moving and constantly changing business environment, particularly in the ICT sector.
- Ability to analyze and interpret data, develop holistic solutions and bring to fruition concrete programs of action.
- Good listening, interpersonal, written and oral communication skills.
- Working knowledge of Enterprise IT Infrastructure and their interfaces within a ICT network.
- Excellent People and Team Building skills.
- Strategic planning, complex problem resolution and general management expertise.
- Outstanding communication and presentation skills. Considerable progressively responsible experience in a variety of directly related ICT functions is necessary.

Risk and Compliance

- Ensure FCCC follows all the regulatory requirements as required.
- Suggest improvements in processes to increase organizational effectiveness
- Developing strategies that work to minimize department risk.
- Timely submission of reports/information papers.
- All communication with stakeholders should be accurate and in line with the FCCC Customer Service Standards.
- Comply with FCCC's work policy (Human resource policy, Standard Operating Procedures) and any other relevant laws of Fiji
- Health and Safety at Work Act 1996 FCCC Act 2010 To ensure organisational risks are controlled and mitigated almost every time 100%.

Key Challengers / Success Factors

Anticipating and addressing contentious issues and providing accurate advice on complex issues and legislation, often within tight timeframes, given the need to collect and assimilate information from a variety of different sources whilst maintaining confidentiality and exercising diplomacy.

Internal / External Relationships

Internal

- Executive Management.
- All Managers.
- All staff.

External

- Relevant stakeholders & Other relevant Government Ministries and local Institutes

Authority Level

Financial Authority Level

The incumbent will be responsible for ensuring that activities undertaken by him/her are well within the budgetary allocation for such items and FCCC's financial regulation.

Human Resources

Through the Human Resources Self Service Portal (myHRhub), you are required to manage your personal details together with Leave Management, while ensuring the Organisational Human Resources Policies are followed at all times.

Proviso

The Job Description and KRA's in this contract with a view that upon review at any time within the contractual period engaged with FCCC, it can be altered, changed or extended with added responsibilities. Any such proposed changes will be in consultation with the concerned staff, Department Manager and Human Resources.

APPROVAL and ENDORSEMENT

Name of Incumbent	Date:	Signature:
Name of Department Manager	Date:	Signature:
Manager Human Resources Name	Date:	Signature:

Note: These responsibilities are not exhaustive. From time to time it may be necessary to change the position requirements in response to the changing nature of our work environment, including technological requirements or statutory changes. Such change may be initiated as necessary by your manager or General Manager and will be discussed with you.