

## JOB DESCRIPTION

<b>Incumbent Name:</b>		<b>Emp No:</b>	401
<b>Job Title:</b>	Senior ICT Officer & Systems Analyst	<b>Position Type:</b>	Fulltime
<b>Department:</b>	Information Communication & Technology	<b>Salary scale:</b>	Band 7
<b>Location:</b>	Suva	<b>Region</b>	Central Eastern
<b>Directly Reporting To:</b>	<ol style="list-style-type: none"> <li>1. Manager ICT</li> <li>2. GMR</li> </ol>	<b># of Reports:</b>	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 of Role

The purpose of the Senior ICT Officer & Systems Analyst role is to provide strategic and technical leadership in the design, implementation, optimization, security, and support of the Commission's ICT infrastructure, enterprise systems, and digital services. The role is responsible for ensuring FCCC maintains a resilient, secure, scalable, and high-performing technology environment while reducing dependency on external vendors through in-house technical expertise, knowledge transfer, and continuous capability development.

The position will lead network and systems architecture, infrastructure modernization, cybersecurity initiatives, cloud services, business continuity, and digital transformation projects, ensuring technology solutions align with organizational objectives and industry best practices.

### Nature of Role

The Senior ICT Officer & Systems Analyst is responsible for delivering and overseeing ICT operations, systems analysis, cybersecurity, and digital services across the Commission. The role includes managing ICT infrastructure and enterprise systems, supporting automation and AI initiatives, ensuring compliance with cybersecurity and digital regulatory requirements, contributing to ICT policy development, and supporting performance monitoring and reporting. The role works closely with the Manager ICT, internal users, vendors, and other stakeholders to deliver effective ICT services, mentor staff, support change management, and continuously improve systems and processes in line with ICT Department and organization goals.

### Key Result Areas (KRA's)

- Policy and Procedure Development

- Partnership and Liaison
- Staff Development and Mentoring
- Cybersecurity, Risk Management & Data Governance
- Systems Analysis & Digital Transformation
- ICT Operations, Service Delivery & Departmental Performance
- AI & Data Analytics Implementation
- Network & Infrastructure Architecture, Engineering and Optimization

## **Key Accountabilities/Responsibilities**

### **A. ICT Operations, Service Delivery & Departmental Performance**

- Oversee day-to-day ICT operations, including infrastructure, networks, cloud platforms, servers, and end-user support, to ensure high system availability, reliability, and service quality.
- Support the Manager ICT in implementing the ICT strategy, annual work plans, technology roadmaps, and departmental objectives aligned to organisational priorities.
- Contribute to departmental planning, performance monitoring, and reporting against agreed ICT KPIs, providing technical analysis to support decision-making, prioritisation, and resource allocation.
- Coordinate and support ICT projects, digital transformation initiatives, and cross-functional activities to ensure timely and effective delivery.
- Support budget planning, cost optimisation, capital investment, and procurement of ICT systems and services in accordance with approved budgets and procurement procedures.
- Manage ICT vendors, contracts, licensing, warranties, and SLA compliance to ensure value for money and service continuity.
- Administer and maintain cloud services, cybersecurity controls, endpoint management, access controls, ICT assets, and backup solutions in line with security and governance requirements.
- Monitor and analyse system, firewall, endpoint, and server logs to identify threats, performance issues, and trends, with regular reporting and recommendations for improvement.
- Develop, maintain, and enhance LAN, WAN, server, and communications infrastructure (including telephony and mobile technologies) to support flexible, efficient, and future-ready working.
- Work collaboratively with ICT staff to deliver effective ICT support services, provide guidance, and identify continuous improvement opportunities.
- Ensure ICT business continuity and disaster recovery arrangements are established, documented, tested, and maintained, including backup, recovery, and resilience measures.
- Address audit findings in a timely manner by implementing corrective actions, tracking resolutions, and ensuring no repeat audit issues within subsequent audit cycles.

- Lead or support ICT induction and out-duction processes in compliance with ICT policies, in coordination with the Human Resources team.
- Act on delegated authority from the Manager ICT to represent the ICT Department in agreed initiatives, forums, or engagements.
- Promote equality, inclusion, good governance, and compliance in all ICT operations and service delivery activities.
- Advise and collaborate with staff, members, partners, peers, and customers in this area of operation.
- Develop and maintain effective working relationships with partners, staff, contractors, and service providers, and act as the Commission's principal client contact in undertaking the duties in the job description in collaboration with Manager ICT to deliver results proactively.
- Liaise with internal and external auditors helping to ensure audit compliance with all ICT resources.
- 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 Manager Human Resources

#### **B. Systems Analysis & Digital Transformation**

- Analyze regulatory processes (complaints handling, investigations, licensing, competition enforcement) to identify automation and workflow optimization opportunities.
- Lead design, development, enhancement or configuration of enterprise applications such as Case Management Systems, E-Pricing, Document Management, and reporting dashboards.
- Document business requirements, process maps, data models, and change requests.
- Lead system testing, training, deployment, and adoption support for new digital tools.
- Drive integration of analytics, AI-assisted insights, and automation platforms to improve decision support and service delivery.
- Develop framework for digital capability baseline to prepare users to adapt digital transformation.
- Support the design, implementation, and evaluation of AI and data analytics solutions, including proof-of-concept initiatives, to improve regulatory and operational outcomes.

#### **C. Cybersecurity, Risk Management & Data Governance**

- Ensure security controls align to government cybersecurity standards and consumer data protection requirements.
- Develop, implement, and maintain cybersecurity policies, standards, and procedures aligned with organizational and regulatory requirements
- Monitor logs, vulnerabilities, and incident response activities.
- Support data integrity, classification, retention, and secure access policies.
- Lead ongoing threat and risk assessments to identify vulnerability exposures and security gaps.
- Maintain a risk register and ensure timely remediation plans are defined and executed.

- Assess security risks for new systems, vendors, cloud services, and third-party engagements.
- Develop and maintain an Incident Response Plan and coordinate response activities during security events.
- Implement data loss protection, encryption, and backup strategies to safeguard sensitive information.
- Provide secure design guidance for new solutions, infrastructure upgrades, and digital initiatives.
- Review security posture of vendors and partners, ensuring contractual cybersecurity requirements.

#### **D. Policy and Procedure Development**

- Contribute to the development, monitoring, implementation, and review of policies and procedures in relation to ICT, Information, and Security.
- Deliver the effective implementation of policies and procedures to ensure compliance with the Commission's statutory responsibilities in a timely manner.
- Work with the Data & Digital team to ensure the Commission keeps up to date with new and emerging technologies which enhance the Commission's performance.
- Work with the wider team to deliver changes and improvements to the Commission's Information Systems in accordance with the Data & Digital Strategy.
- Monitor compliance with ICT policies and report policy gaps, risks, or required updates to the Manager ICT.

#### **E. Network & Infrastructure Architecture, Engineering & Optimization**

- Lead the design, implementation, configuration, optimization, and lifecycle management of enterprise network and systems infrastructure.
- Design and maintain secure LAN, WAN, SD-WAN, VPN, wireless, cloud, and hybrid network environments.
- Develop and maintain network architecture diagrams, system designs, configuration standards, and technical documentation.
- Lead firewall, routing, switching, wireless, network segmentation, and access control configurations.
- Plan and execute infrastructure upgrades, migrations, and technology refresh projects with minimal operational disruption.
- Perform advanced troubleshooting and root-cause analysis for network, server, virtualization, and application performance issues.
- Design and implement high availability, redundancy, load balancing, and disaster recovery solutions.
- Conduct capacity planning, performance tuning, and infrastructure optimization to improve reliability and user experience.
- Lead implementation and administration of virtualization platforms, storage solutions, backup systems, and cloud services.

- Evaluate emerging technologies and provide recommendations for infrastructure improvements and modernization.
- Serve as the technical lead for major ICT projects and infrastructure upgrades.
- Develop internal technical capability through documentation, mentoring, and knowledge transfer to reduce dependency on external vendors.
- Perform advanced configuration and administration of Microsoft 365, Azure, Active Directory, Entra ID, Exchange Online, SharePoint Online, Intune, and related services.
- Maintain infrastructure security baselines and ensure all systems comply with cybersecurity best practices and organizational standards

### Key Performance Indicators (KPI's)

Refer to Annual KPI set every financial year

### Qualification

Degree in Computer Science and Information System or any related discipline and have minimum of 5 to 7 years of comprehensive experience, including systems, networking, and infrastructure engineering.

Relevant coursework in systems analysis, network management, database systems, network design and information security.

Professional certifications in cloud technologies, enterprise networking, cybersecurity, virtualization, infrastructure architecture, and IT service management are highly desirable and will be considered an advantage.

### Knowledge and Experience

- 5 to 7 years of comprehensive experience, including systems, networking, and infrastructure engineering.
- Proven experience designing, deploying, configuring, optimizing, and supporting enterprise ICT infrastructure and solutions.
- Strong hands-on experience with routing, switching, VLANs, VPNs, wireless networking, network segmentation, and network security.
- Demonstrated experience leading infrastructure upgrades, migrations, modernization initiatives, and ICT projects.
- Experience designing and maintaining highly available, resilient, and secure ICT environments.
- Extensive experience with Microsoft 365, Azure, Active Directory, Entra ID, Exchange Online, SharePoint Online, and Intune administration.
- Experience managing virtual server environments such as Hyper-V, VMware vSphere, and related virtualization technologies.
- Experience with data backup, replication, business continuity, and disaster recovery solutions.
- Experience with enterprise applications, database systems, and systems integration.

- Ability to monitor, troubleshoot, and optimize network and system performance.
- Knowledge of enterprise wireless networking and Wi-Fi solutions.
- Experience managing contractors, consultants, vendors, procurement processes, and service delivery agreements.
- Ability to independently design, implement, document, and support complex ICT solutions with minimal vendor involvement.
- Strong understanding of cybersecurity, regulatory compliance, ICT governance, and industry best practices.
- Experience providing technical leadership, mentoring, training, and support to ICT staff and end users.
- Strong stakeholder management skills with the ability to work effectively across departments and project teams.
- Ability to uphold and demonstrate FCCC values in all aspects of work

### **Skills and Abilities**

- Good communication skills, both written and verbal.
- Problem-solving, research, and analysis.
- Time management and prioritization of resources, staff, and partners.
- Ability to train staff.
- Ability to learn new skills as required to support new technologies.
- Proactive, innovative, and flexible.
- Ability to work in a team environment.
- Have a positive attitude towards work and team.
- Ability to resolve conflicts.
- Proven track record in working in an organized and methodical way.
- Ability to work to strict deadlines.
- Ability to enable understanding by coaching non-technical staff.
- Ability to work a flexible working pattern which may include evenings, weekends and overnight stays away from home.
- Ability to travel to sites and destinations to fulfill the requirements of the post.
- Be a demonstrator of confidentiality.

### **Risk and Compliance**

- Timely submission of reports/information papers
- Corporate Governance
- FCCC Act 2010

- Health and Safety at Work Act 1996
- Other Relevant Laws, Acts, Codes and Regulations

### 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

- Board, CEO, GM's, and all Managers.
- All staffs

#### External

- Other relevant stakeholders
- Other relevant Government Ministries and local Institutes

### Authority Level

#### Financial Authority Level

Not Applicable.

### 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

<b>Name of Incumbent---</b>	<b>Date:</b>	<b>Signature:</b>
<b>Name of Department Manager---</b>	<b>Date:</b>	<b>Signature:</b>
<b>Manager Human Resources Name---</b>	<b>Date:</b>	<b>Signature:</b>

*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.*