

JOB DESCRIPTION AND SPECIFICATION

JOB TITLE:	Manager, Numbering & Technical Support
JOB LOCATION:	Kingston & St. Andrew, Jamaica
DEPARTMENT:	Regulation, Policy, Monitoring and Enforcement (RPME)
UNIT:	Communication Technology (ICT) Regulation
DIRECT REPORTS:	Regulatory Engineer
INDIRECT REPORTS:	N/A
LIAISES INTERNALLY WITH:	-Members of the Office -All other members of staff as required
LIAISES EXTERNALLY WITH:	<ol style="list-style-type: none">1. Relevant officers and senior officials in regulated utilities (local and overseas)2. Consultants, specialists and auditors3. Sector stakeholders and industry experts (local and overseas)4. Officials at multilateral agencies5. Relevant officers and senior officials in regulatory bodies (local and overseas)6. Officers at ministries, agencies and departments7. Others as necessary

A. Job Purpose Statement

Manages and coordinates the effective delivery of the technical/engineering analysis required to regulate the ICT sector, including numbering administration. The incumbent leads complex engineering assessments and conducts sector analyses to determine whether entities in the ICT sector are meeting their regulatory obligations as set out in the applicable legal and regulatory framework, and provides strategic insight on the policy and regulatory impact of sector developments, including the deployment of new technologies in the ICT sector.

B. Key Outputs of the Job

1. Corporate/Strategic and Operational Plans, Project Charters and Budget for the ICT Unit developed
2. Relevant areas of the Corporate Work Plan implemented, managed and reported on
3. Relevant expenditures for the Unit managed and utilized within the approved budget
4. Operational policies and procedures for the Unit developed, reviewed and systems implemented to monitor compliance
5. Responses to internal and external audit queries/findings coordinated and submitted and corrective actions instituted/implemented
6. Regulatory reports, audit/investigation reports and consultative/decision documents prepared and submitted
7. Draft correspondence and information requests prepared/reviewed and submitted
8. Regulatory reporting templates for regulated entities in the ICT sector designed/reviewed and submitted
9. Compilation and maintenance of regulatory records for ICT sector administered/supervised
10. Regulatory databases for ICT sector conceptualized, recommended and utilized after database development
11. Tender documents and related evaluation reports prepared/reviewed and submitted
12. Technical review of licence applications supervised/managed
13. Technology horizon scans conducted

14. The Jamaican National Numbering Plan and other numbering documents developed and administered
15. Performance measurements/indices and KPIs for regulated ICT entities developed
16. Assessment of technical performance of regulated entities in the ICT sector supervised/managed
17. Reports on key performance indicators (KPIs) for the relevant regulated sectors prepared/published
18. Regulatory audits, enquiries, inspections and investigations of regulated entities' operations conducted/supervised/managed
19. Investigation of the systems and processes of regulated entities in the ICT sector conducted/supervised/managed
20. Policy advice/recommendations emanating from monitoring observations and technical analysis provided
21. Technical support in resolving disputes between licensees provided/coordinated
22. Technical support in resolving customer complaints provided/coordinated
23. Regulatory impact assessment conducted/supervised/managed
24. Technical advice on ICT matters and regulatory decisions provided/reviewed
25. Assistance in ICT sector-specific policies formulation provided
26. Agreements between licensees such as interconnection and infrastructure sharing agreements reviewed
27. Technical research/studies on sector developments and performance metrics conducted/supervised and findings submitted
28. Technical/Analytical support to other departments/units provided
29. Responses to Tribunal and litigation matters prepared/coordinated and appear as an expert witness
30. Consultant/expert/specialist engagements established and managed
31. Representation and presentation at ICT industry events and forums made
32. The operations of the ICT Unit planned, implemented and managed
33. Leadership and guidance to staff provided

C. Key Responsibility Areas (Duties)

Management/Administrative

1. Leads the development of the technical component of the ICT Unit's Corporate/Strategic and operational plan, project charters, and budget.
2. Manages the Unit's expenditures; ensuring that they are maintained within the approved budget.
3. Implements, executes, manages, and reports on the progress of, relevant areas of the Corporate Work Plan.
4. Leads the development/review and implementation of operational systems and procedures to guide and monitor the functions of the Unit.
5. Manages the preparation/review of responses to Corrective Action Requests and other queries/findings emanating from internal and external audits.
6. Manages the implementation of corrective measures to address audit findings, within agreed timelines.
7. Represents the OUR at meetings, conferences and other fora as required.
8. Makes presentations to industry stakeholders on ICT matters from time to time.
9. Prepares and submits periodic status reports and other reports as required.
10. Contributes to the development of regulatory databases for the ICT sector and oversees access and utilization after database development.
11. Supports and promotes the quality management system (QMS) in the OUR.

Technical/Professional

12. Leads the OUR in remaining at the forefront of understanding the policy and regulatory implications of emerging and existing technologies, in order, to ensure the Office's policies and regulatory instruments remain fit for purpose. Accordingly:

- Spearheads research on international best practices in utility regulation, and makes recommendations on policy measures, and technical capacity needs.
 - Spearheads research on technological innovation/advances in the ICT sector and identify the implications for the policy, legal and regulatory framework.
 - Ensures the availability of a body of knowledge of current, relevant and reliable technical benchmarks to inform the work of the OUR on ICT matters.
 - Researches, develops and maintains awareness of best practices on the technical aspects of ICT regulation.
 - Conducts technology horizon scans.
13. Manages the numbering administration functions, including:
 - Development and periodic review of the Jamaican National Numbering Plan.
 - Development of rules, guidelines and other documentation governing the administration and management of numbering resources and ensure that they are periodically updated to take account of developments in the telecommunications sector.
 - The efficient and effective administration and assignment of numbering resources and planning for the future needs of the sector by utilising effective forecasting and management skills.
 14. Reviews, evaluates, and analyses the impact of regulatory decisions on the ICT sector and in particular the regulated entities' operations.
 15. Manages the development of regulatory standards/codes/rules to ensure adequate, efficient and sustainable operation and service delivery by regulated ICT entities.
 16. Manages the development of key performance indicators (KPIs) and metrics for regulated ICT entities' operations.
 17. Oversees/performs evaluation/analyses on the technical, engineering and operational performance of the ICT sector to ensure that regulatory objectives are realised. This includes:
 - Measuring/monitoring the technical, engineering and operational performance of the regulated ICT entities against established targets.
 - Designing/reviewing regulatory reporting templates for regulated entities in the ICT sector.
 - Managing/conducting regulatory audits, enquiries, inspections and investigations of regulated entities' systems and processes.
 - Developing/maintaining records of technical information provided by the utilities in sufficient detail to allow identification and diagnosis of trends in operating performance.
 - Planning and implementation of independent assessments of quality of service/experience metrics.
 - Prepare enforcement recommendations for non-compliant operators, including remedial action plans, directives, and penalties orders.
 - Collaborating with other Units/Department to ensure compliance of regulated entities with prescribed service standards.
 18. Oversees/conducts technical review of licence applications from prospective service providers and make recommendations.
 19. Implements tools for data analytics, GIS mapping, network modelling, and performance monitoring.
 20. Conducts engineering and policy analyses to support national broadband strategies, including mapping of coverage gaps, bottlenecks, and underserved communities
 21. Provides recommendations on resilience and disaster-readiness standards for ICT networks in Jamaica and on optimal development plans for the ICT sector.
 22. Supports the review/evaluation of agreements in the ICT sector such as interconnection and infrastructure sharing agreements.
 23. Contributes the engineering and technical insights necessary for the effective economic regulation of ICT markets.
 24. Provides analytical support required to ascertain the nature and technical dimensions of ICT-related complaints and disputes submitted to the OUR.
 25. Prepares technical documents such as consultative documents, notices of proposed rulemaking, determination notices, rules/draft rules and sector reports.
 26. Provides technical/regulatory advice and expertise to the Office, Ministries and other relevant Agencies on ICT sector matters.
 27. Prepares/reviews draft correspondences as necessary to the relevant Ministries, regulated ICT entities and other relevant entities.

28. Manages regulatory engagements with consultants/experts/specialists and ensures they satisfy their contractual terms and conditions.
29. Manages/Prepares/Reviews tender documents and related evaluation reports.
30. Liaises with other unit/department heads to secure required inputs to effectively carry-out the Unit's work.
31. Manages/coordinates/provides submissions for Tribunal and litigation matters and appear as an expert witness.
32. Provision of support to all other departments on operational and technical regulatory matters relating to ICTs.

Human Resource

33. Provides leadership and guidance to staff through effective planning, delegation, communication, mentoring, and coaching for the staff in the unit to ensure that staff is effectively utilised to achieve departmental objectives and enhance their professional and/or personal development.
34. Employs strategies that foster a culture of excellence, teamwork, and open communication within the unit to ensure the maintenance of a cadre of highly motivated and productive employees.
35. Conducts performance appraisals, identifies capacity gaps and recommends training and other development programmes for the engineering staff in the Unit.
36. Develops and monitors a Development Plan for each direct report.
37. Participates in the recruitment of staff in the department and recommends transfers, promotions, disciplinary actions, and leave in accordance with established human resource policies and procedures.
38. Ensures staff is effectively utilised to achieve the Unit's objectives and enhance their professional and/or personal development.
39. Identifies the welfare and developmental needs of staff in the Unit and makes recommendations to ensure they are motivated and productive.

Other

Performs any other related duties that may be assigned.

D. Performance Indicators/Standards

1. The job is deemed to be satisfactorily performed when:
2. Established objectives/goals for the ICT Unit are achieved within agreed deadlines
3. The OUR's standards, rules, policies and procedures are observed
4. All evaluations/calculations/modelling/forecasts performed are accurate and representative subject to assumptions
5. Applicable regulatory databases for ICT sector are conceptualized, recommended and access/utilization appropriately utilized after database development
6. All regulatory determinations/recommendations/advice provided are technically sound and timely
7. Outputs produced are coherent, of acceptable quality and reflect sound intellectual reasoning
8. Sound policies and criteria/standards/codes/rules are developed and recommended for the ICT sector
9. Audits/Investigations/Inspections/Enquiries are conducted in accordance with established standards and procedures, prudent regulatory practices and industry best practices
10. Reports are accurately prepared and submitted within established deadlines
11. Technical and performance standards meet international specifications and all protocols to which Jamaica/OUR are signatories
12. Presentations/appearances are conducted confidently, professionally and competently
13. Professional conduct and integrity are maintained during interactions with internal/external stakeholders
14. Development plans and performance appraisals are prepared within established deadlines

E. (i) Core Competencies

BAND 4: Director, Senior Manager, Director of a Specific Unit/Branch/Division or Manager/Officer or Director of a particular technical function, Head of Unit or equivalent.

CLUSTER: Inspiring	CLUSTER: Future-Oriented	CLUSTER: Performance
Competency: <i>Communicating effectively</i>	Competency: <i>Seeing the big picture</i>	Competency: <i>Demonstrating a commercial and business mindset</i>
Sub-Competencies: verbal and written communication skills, presentation skills, giving and receiving feedback in a timely way, facilitation skills, conducting or managing meetings effectively and information technology skills	Sub-Competencies: visioning, horizon scanning, and systems thinking, strategic thinking, analytic thinking, and organisational awareness	Sub-Competencies: organisational awareness, financial data management, budgeting, responsible and judicious use of public funds and resources performance monitoring, and cost-benefit analysis
Competency: <i>Working collaboratively</i>	Competency: <i>Driving continuous change and improvement</i>	Competency: <i>Ensuring value for taxpayers' money</i>
Sub-Competencies: networking, team building, negotiation, conflict management, and building healthy workplace standards	Sub-Competencies: change management, risk management, divergent thinking, creative thinking problem-solving, and technologically savvy	Sub-Competencies: legislative and regulatory standards, financial data management, budgeting, responsible and judicious use of public funds and resources cost-benefit analysis, and resource mobilisation
Competency: <i>Developing capability</i>	Competency: <i>Making effective decisions</i>	Competency: <i>Ensuring a quality service</i>
Sub-Competencies: coaching, mentoring, strength spotting, gap analysis, monitoring and evaluation, and cross training	Sub-Competencies: critical thinking, research, problem-solving, creative thinking, data analysis, and synthesis crisis management	Sub-Competencies: knowledge of government and regulatory guidelines, business knowledge, excellent interpersonal skills, systems thinking, knowledge of government and regulatory guidelines, business knowledge, excellent interpersonal skills, and systems thinking

E (ii). Technical/Functional Competencies

1. Excellent knowledge of the policy, legislative and regulatory frameworks governing the ICT sector
2. Excellent knowledge of ICT regulation and operational and performance monitoring of the ICT sector
3. Sound understanding of the technology landscape in the ICT sector, particularly innovative and disruptive technologies and their implications for the current policy, legislative and regulatory frameworks
4. Excellent understanding of current and emerging network technologies used in the delivery of ICT services including how the architecture and operation of related networks affect service delivery

5. Excellent understanding of the factors impacting the costing, coverage, reliability and resilience of ICT networks/services
6. Experience planning and implementing QoS field measurement campaigns
7. Sound knowledge of international standards established by bodies such as ITU, 3GPP, ETSI, and IEEE
8. Working knowledge of network engineering analysis, statistical analysis, demand forecasting and GIS tools used in the ICT sector
9. Working knowledge of the legal, financial and economic factors underpinning the performance of the ICT utilities
10. Sound understanding of telecommunications numbering and addressing applicable to the Jamaican environment and of the global developments in that subject area
11. Working knowledge of the operations of the North American and international numbering and addressing administration bodies such as the North American Numbering Plan Administrator (NANPA), ICONNECTIV, Internet Corporation for Assigned Names and Numbers (ICANN), International Telecommunications Union-Telecommunication Standardization Sector (ITU-T), Industry Numbering Committee (INC)
12. Working knowledge of spectrum management and monitoring techniques
13. Ability to demonstrate how technical or complex concepts can relate to tangible consequences for consumers or other policy areas
14. Outstanding research, technical report-writing, and presentation skills
15. Outstanding analytical and critical/strategic thinking skills
16. Excellent leadership, interpersonal, and collaborative skills
17. Ability to use emotional intelligence in understanding and directing team members
18. Strong appreciation of fair and transparent procurement procedures
19. Outstanding analytical and technical report writing skills

F. Minimum Required Education and Experience

1. Master's degree in Telecommunications Engineering or equivalent qualifications
2. Minimum of seven (7) years' experience performing high-level technical or operational assessments within a regulatory agency, utility company, or similar environment.
3. Knowledge of the OUR Act, Telecommunications Act, and related ICT policy legislative and regulatory frameworks.
4. Demonstrated experience working with wireless (e.g. GSM, UMTS, LTE, 5G) and wired ICT networks.
5. Excellent understanding of current and emerging network technologies used in the delivery of ICT services, including how the architecture and operation of related networks affect service delivery.
6. Sound knowledge of the operational and performance monitoring of the ICT sector, as well as the international standards established by bodies such as ITU, 3GPP, ETSI, and IEEE.
7. Excellent understanding of the factors impacting the costing, coverage, reliability, and resilience of ICT networks/services.

Continuous Professional Development (if applicable):

Keeps abreast of the technological developments taking place within the ICT sector. Continually seeks to adapt relevant new methods/methodologies/legislation to the Jamaican regulatory environment.

G. Special Conditions Associated With the Job

Demand/Pressure of Position

1. The incumbent works continually in a high stress environment to meet deadlines and deliver accurate and complicated positions in written or verbal formats to The Office and ultimately for external stakeholders.
2. When doing outside work, the incumbent is exposed to the normal hazards involved in travelling as well as the elements.