

Job Description

Job Title: Chief Operating Officer	Employer: Telikom Limited
Job Code:	Job Grade:
Department:	Job Location: HQ/ Telikom Rumana
Revision Date:	Equal Employment Employer

Job Summary

The Chief Operating Officer (COO) provides executive leadership for Telikom’s operational and business performances, ensuring the efficient and effective delivery of telecommunications services across the country.

The role is responsible for **end-to-end operational excellence**, ensuring alignment with the CEO’s strategic direction, government’s MTDP IV 2023-2027 objectives and the government’s digital transformation agenda to deliver commercial outcomes, driving customer experience, and ensuring the reliable operation of technology, network infrastructure, service delivery platforms, and field operations.

The COO role is a key member of the senior management team, reporting directly to the Chief Executive Officer (CEO). The goal of the COO position is to secure the functionality of business to drive extensive and sustainable business growth for Telikom.

1. Key Responsibilities

A. Operational Leadership & Performance

- Lead day-to-day operations of Telikom, ensuring high service availability, network reliability, and operational efficiency.
- Oversee Network Operations, NOC, Engineering, IT Systems (OSS/BSS), Cyber Security, and Regional/Branch operations.
- Implement operational KPIs that support growth, customer satisfaction, and revenue protection.
- Optimize operational processes to reduce downtime, enhance productivity, and improve cost-efficiency.

B. Technology & Network Management

- Provide executive oversight of all network, engineering, and IT systems, ensuring the network meets industry standards and business demands.
- Ensure effective planning and execution of network expansion, modernization, and technology upgrade projects.
- Maintain a secure technology environment through strong cyber security governance.

C. Commercial Operations & Customer Experience

- Drive operational alignment with sales, marketing, and revenue teams to support customer acquisition, retention, and service quality.
- Work collaboratively with the Senior Manager Commercial to ensure operational readiness for new products, offers, and market initiatives.
- Improve service delivery timelines, reduce service disruptions, and enhance customer touchpoints.

D. Financial & Operational Efficiency

- Manage operational budgets, provide cost forecasts into annual budget/corporate plan preparations, and ensure cost control across operational departments.
- Support the Senior Manager Finance through operational inputs for CAPEX/OPEX planning, revenue assurance, and billing operations.
Ensure effective resource allocation across all operational units.
- Aggressively manage capital investment and expenses to ensure the company achieves investor targets relative to growth and profitability,
- Oversee the implementation of major capex projects to ensure timely deliver and within budget.

E. People, Culture & Safety

- Build a high-performance operations workforce with strong technical competencies.
- Drive a culture of safety, continuous improvement, accountability, and teamwork.
- Ensure operational workforce planning aligns with People & Culture strategies including performance management, reform, and culture change.
- Empower the operational team with the leadership and resources they need to successfully complete operational initiatives; including the ability to recognize and cultivate talent,

F. Compliance, Risk & Governance

- Ensure all operational activities comply with regulatory, licensing, and spectrum obligations.
- Collaborate with Legal, Risk, Investigations, and Compliance teams on operational risks and incident management.
- Implement business continuity and disaster recovery measures for network and IT systems.

G. Strategic Planning & Transformation

- Support the CEO in executing Telikom's corporate strategy, SOE reforms, and transformation initiatives.
- Work closely with PMO, Strategy & Transformation on delivery of strategic programs, modernization projects, and operational reforms.
- Champion digital transformation and innovation to improve operational capability and service delivery.

2. Key Performance Indicators (KPIs)

- Network uptime and service availability within SLA targets and world's benchmark.
- Operational cost efficiency and OPEX optimization
- Customer satisfaction (NPS, service levels, complaint resolution)
- Timely delivery of network/IT projects
- Reduction in service outages and issue resolution time
- Achievement of revenue and market growth support targets
- Staff productivity, capability development, and safety performance

3. Qualifications & Experience

Essential

- Bachelor's degree in Engineering, ICT, Commerce/Accounting, Business, or a related field
- Masters degree in Engineering/Business Administration from a reputable national/international institute is highly desirable.
- Minimum of 10 years senior leadership experience in telecommunications or ICT operations
- Proven track record in managing large-scale operations and technical teams
- Strong understanding of telco networks, OSS/BSS systems, cyber security, and service delivery models

Desirable

- Masters degree in Business, Engineering, or Technology
- Experience in SOE reform, transformation programs, and change management
- Senior executive leadership experience in a multi-site, high-reliability environment
- Background in telecommunications, ICT and emerging markets exposure will be highly regarded,
- Knowledge of Communications, Power and General Environmental Condition Systems used in Telecommunication.
- Knowledge or exposure to the Network Management Systems used by various network disciplines (Radio, Power, Satellite, Data, Access, etc.)
- Member of a professional body (e.g. PNG Institute of Engineers)
- Outstanding communication & interpersonal skills, able to easily build rapport and networks across functional boundaries and external organizations,
- Extensive experience in leading and inspiring a team,
- Able to work under pressure, meet targets and deliver on time and be able to identify risks with respective to technical issues,

4. Leadership Competencies

- Strategic and analytical thinking
- Strong operational discipline and execution capability
- Excellent communication and stakeholder engagement
- Ability to lead in complex, fast-changing environments
- Commercial acumen and customer-centric mindset
- High integrity, accountability, and sound decision-making

5. Working Relationships

Internal

- CEO (direct reporting)
- Senior Managers: Technology, Commercial, Finance, People & Culture, Risk, Legal, PMO
- Regional managers and operational teams

External

- Regulatory authorities (NICTA, Kumul Consolidated Holdings Holdings (KCH))
- Vendors, technology partners, contractors
- Enterprise and wholesale customers
- Government agencies and SOE stakeholders

Direct Reports

- Senior Manager Technology
- Senior Manager Commercial
- Senior Manager Finance (functional coordination as required)
- Senior Manager People & Culture (for operational alignment)
- Planning & Engineering
- Sales & Marketing
- Fleet & Security
- Property Management
- Site Acquisition
- Operational units including:
 - Network Operations / NOC
 - Engineering (Planning & Projects)
 - IT Systems (OSS/BSS)
 - Cyber Security
 - Revenue, Sales & Marketing (operational delivery)
 - Regional / Branch Operations

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.