

## Job Description

<b>Job Title:</b> MANAGER CAN Projects	<b>Employer:</b> Telikom Limited
<b>Job Code:</b> JD - MCANP	<b>Job Grade:</b>
<b>Department:</b> Engineering Projects	<b>Job Location:</b> HQ/TL Rumana
<b>Revision Date:</b> 12/03/2024	<b>Equal Employment Employer</b>

## Job Summary

The Manager CAN Projects Manager will report to the Senior Manager Projects. The ideal candidate will lead and manage all Customer Access Network infrastructure in their provisioning and maintenance by utilizing the available resources to achieve maximum retention and delivery outcomes meeting business goals and targets. Ensure operational items/materials/tools are readily available to enhance a smooth operation meeting business goals and customer satisfaction/requirement.

## Main Duties and Responsibilities

### 1. Customer Service (Internal & External)

- Negotiate services standards and provide leadership in services to all other divisions.
- Identify stakeholders, establish expectations and deliver on commitments, maintain positive relationships with Major Account Customers by delivering and maintaining their telecommunication services in a timely and efficient manner.
- Provide technical solutions for major Cable/Fibre opsfails/outages and customer assurances for restoration of the services.
- Lead and direct technical teams to maintain network availability and meet standards. Achieve schedule preventative and routine maintenance schedules and rehabilitation of the Access Network.

### 2. Financial

- Achieve cost control by understanding and ability to prepare/manage operational budgets, manage business projects or activities and negotiate funding levels.
- Maintain office by preparation and submission of operational and maintenance reports/requirements of the office equipment and support systems to RBMH and DBMR for funding and procurement.

### 3. Process

- Achieve the department/divisional and company objectives by developing best practices and implementing quality improvement processes.

- Identifying critical weaknesses in systems and processes by developing best practices and internal client mindsets.
- Assist in development of customer and management information systems such as Avabill and CRM for documenting Work Orders and Trouble Tickets handling processes to reflect service delivery and maintenance performance for the Service Area.

#### 4. People

- To motivate direct reports to outperform by setting examples in areas of personal character & commitment.
- To improve collaboration of teams by fostering communication & interaction within the teams, internal & external customers.
- Assist RBMH to plan and organize career/successive development plans of staff to ensure they advance in their careers to be customer focus and take up leadership positions.
- Provide leadership and clear direction in order to maintain efficient work practices, productive work output and a high level of staff morale.
- To build strong leadership to foster positive customer & business relations both internally and externally.

#### Key Skills & Competencies

##### 1. Key Skills:

- **Project Management Expertise** – Proficiency in project planning, execution, and monitoring.
- **Stakeholder Engagement** – Ability to collaborate with community members, partners, and sponsors.
- **Risk Management** – Identifying, assessing, and mitigating project risks.
- **Financial & Budget Management** – Handling budgets, controlling costs, and ensuring project financial sustainability.
- **Communication & Negotiation** – Clear, concise communication with various stakeholders; effective negotiation skills.
- **Technology & Infrastructure Knowledge** – Understanding of CAN-related infrastructure, networking, and technical specifications.
- **Regulatory & Compliance Awareness** – Familiarity with relevant laws, policies, and industry standards.

##### 2. Core Competencies:

- **Strategic Thinking** – Ability to align projects with broader organizational or community goals.
- **Problem-Solving** – Analytical skills to troubleshoot challenges effectively.
- **Leadership & Team Management** – Capability to guide and motivate project teams.

- **Adaptability & Resilience** – Managing unexpected challenges with agility.
- **Decision-Making** – Making informed choices based on data and stakeholder input.
- **Customer & Community Orientation** – Prioritizing the needs of end-users and the community.
- **Performance Monitoring & Evaluation** – Tracking progress and measuring impact against project objectives.

## Reporting Relationships

The Manager CAN Projects Manager will report to the Senior Manager Projects NCD.

## Qualification/Experience/Attributes

- Educated to Bachelor of Electrical Engineering degree level or Degree in Information Technology/Computer Science
- Must be a member of Society of Professional Engineers PNG
- At least five to 10 years' progressive experience in the area of Telecommunications Engineering industry accompanied with at least a certificate or diploma in management implementation, change management experience
- Broad knowledge and experience in organizational planning, organization development, employee relations, safety, and training and development.
- Demonstrated at least five years of experience in a technical and operational management and/or supervisory position
- Competent in Microsoft software applications
- Possess good excellent verbal & written communication skills
- Willingness to travel and work in other regional centres from time to time
- Willingness to work after-hours and at odd hours
- Ability to lead a diverse team
- Motivational leader
- Conceptual, Innovative thinker and open to new ideas
- Demonstrated ability to lead and develop Human Resources team's/staff members.
- Evidence of the practice of a high level of confidentiality.
- Strong communication skills and leadership abilities

**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