



Pacific Islands Tax Administrators Association

## POSITION DESCRIPTION

<b><u>Job Title:</u></b>	Communication & IT Officer	<b><u>Report To:</u></b>	Head of Secretariat
<b><u>Duration of Term:</u></b>	3 years	<b><u>Base Salary:</u></b>	FJD 25,000.00
<b><u>Date Review:</u></b>	June 2022		

### About our Organization

The Pacific Islands Tax Administrators Association (PITAA) was initiated in May 2003. PITAA was established for tax administrators to address tax issues most relevant to them and promote closer cooperation and coordination, information sharing, promote international standards best tax practices, enhance skills, and encourage development of high tax professionals.

### Objective

The Communication & IT Officer is responsible for the overall Communication and IT work of the PITAA Secretariat. The incumbent shall support the work of the PITAA Secretariat in IT support, visibility, and effective communication.

### Outcomes

#### 1. Communication

- Design, develop, recommend, and implement a communication strategy for the PITAA Secretariat.
- Assist in the development of visual communications products such as powerpoint presentation slides, social media posts, brochures, and other visual media.
- Compile and format annual reports, newsletters, and other publications to print and circulate.
- Develop and maintain strong internet presence and visibility through effective update of PITAA website and social media accounts.
- Assist to the development of multimedia products such as videos, animation, and interactive content for websites.
- Maintain media and stakeholder contact database.
- Creating a communication repository.
- Providing research, writing, and editing support for all PITAA publications. Develop and implement of policies and standard operating procedures consistent

with those of the PITAA Secretariat to ensure effective operation.

- Perform other duties as assigned.

## 2. Manage and Maintain all PITAA Secretariat ICT related matters

- Manage technology services that meet operational requirements.
- Serves as the lead IT liaison with PITAA Secretariat staffs and members to understand and interpret stakeholder needs and to collaborate to deliver outcomes.
- Serve as the lead IT liaison with stakeholders on IT related matters.
- Manage and coordinate the implementation of IT operations, projects, and programs, ensuring alignment of IT services with business needs and adherence with established project management and best management practices.
- Provide technical advice on specific technical areas for core information technology systems and services.
- Review vendor contracts, licensing, subscriptions, and coordinate IT purchases (hardware, software, and services) to ensure effective deployment of solutions aligned with user needs.
- Deliver appropriate personnel actions and educational and training programs to ensure high quality professional staff performance.
- Participates in the documentation and implementation of policies and standard operating procedures consistent with those of the PITAA Secretariat to ensure effective operation.
- Participates in the development of Agreements consistent with the needs of the PITAA Secretariat.
- Maintains up-to-date knowledge in technologies, equipment's, and or systems.
- Manage and maintain the PITAA online library efficiently.
- Perform other duties as assigned.

## 3. Data Analytics

- Assist with analysis, interpretation, and presentation of data in visual format.
- Develop and implement data dissemination mechanisms to distribute information products to PITAA members.
- Design and develop a data collection dashboard for analysis, interpretation, and decision making.

## 4. ICT Asset Management

- Keep detailed database of all IT and computer assets including software.
- Ensure ICT asset replacement plan is in place and budgeted.
- Recommend disposal of redundant equipment, computer hardware and software with appropriate replacement plan.

## 5. Health and Safety

- Active contribution to the maintenance of a safe and healthy work environment.

## Responsibilities - Critical Competencies

Competence	Description
<b>Business</b>	
Strategic Development	Translate the strategic direction into action-oriented strategies and plans.
Business Performance	Establish performance management measures managing adjustments and variations
Risk Management	Implement and manage a risk assessment plan.
Change Management	Implement new directions and changed
Planning	Develop long term operational or business plan
Resource Management	Schedule resources within teams to maximize efficiency.
Information Analysis	Analyze complex data into understandable information for decision making.
Documentation	Present information in understandable format for PITAA members and public circulation.
Communication	Adapt communication techniques to suit different audiences, handle complex and /or sensitive topics.
<b>Customer</b>	
Customer Commitment	Create an organizational environment which focuses on customers and supports continuous improvement.
Promotion	Capitalize on opportunities for the promotion of new and existing products/services.
Commercial Focus	Manage decisions relating to the ongoing commercial viability of the organization.
Relationship Building	Formalize business relationships through partnerships or agreements of mutual benefit e.g., service provision.
Quality Focus	Develop quality standards for the organization.
Organizational Values	Evaluate organizational activities and behaviors; review and update standards.
Social and Cultural Awareness	Establish organizational practices (policies and directives) that accommodate individual / group differences.
<b>People</b>	
Innovation	Improves performance by developing concepts that are unique, leading edge, or new to the organization.

Competence	Description
<b>Professional</b>	
Technical Strength	Develop the technical solution for a situation using fundamental principles and theory - technical adviser.
Financial Application	Propose solutions based on financial analysis of historical and future trends.
Global Environment	Analyze trends and changes in the economic environment highlighting potential impact on the organization's business.
<b>Operational</b>	
Health and Safety	Monitor and maintain effective and efficient safety programs, policies, or procedures used in multiple locations.

### Qualifications

Qualification	Discipline
Preferred	
Bachelor's Degree	Communication Marketing Information Technology

### Work Knowledge and Experience

- A minimum of 3 - 5 years as a Communication/ ICT professional
- Demonstrated high level of proficiency with computer hardware, networks, and software.
- Demonstrated experience in Media/ Communication work.
- IT Operations and Support experience.

### Requirements

Language Proficiency

Excellent command of English

Excellent written English

Professional Associations (Preferable)

Driver's License

## Regulatory Compliance Requirements

Police Clearance

Medical Clearance

## Interactions

### External

- Local and international donors and stakeholders
- Community
- Relevant Government Authorities- Ministry of Foreign Affairs
- Tax Administrations
- Regulators
- Service Providers
- Suppliers

### Internal

- All staffs
- PITAA Executive Committee
- PITAA Heads of Administrations
- PITAA Members

## Attributes

Behavioural Styles	
Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
Integrity	Adherence to moral and ethical principles; soundness of moral character; honesty.
Reliable	Can be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.
Achiever	Puts in effort to achieve a desired result or goal and is motivated by this end and the overall accomplishment.
Innovative	Devises new and creative ways to do things; comes up with original ideas.
Interpersonal Styles	
Objective	Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
Realistic	Shows concern for facts and reality, rejecting the impractical.

Team Oriented	Enjoys being with others as part of a group or team.
<b>Thinking Styles</b>	
Analytic	Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
Decisive	Reaches conclusions, promptly and firmly.
Challenger	Queries, tests information/beliefs and provokes thought.
Holistic thinker	Considers issues/situations as a whole rather than analysing or dissecting the parts.
Initiative	Takes action and makes decisions without the help or advice of other people.

## REMUNERATION PACKAGE – TERMS AND CONDITIONS

Duty Station	84 Harris Road, Suva, Fiji
Duration	3 years
Salary	<b>Base Salary is FJD 25,000.00 per annum</b>
Term	Appointment is subject to a satisfactory medical examination, as well as a 6 months' probationary period. The probationary period may vary by the Head of Secretariat.
Housing Allowance	No Housing Allowance is provided
Education Allowance	No Education Allowance is provided
Superannuation	Entitled to an employer superannuation payment with the Fiji National Provident Fund as per Fijian Laws. The employee is also required to make a compulsory deduction as per Fijian Law.
Insurance	The PITAA Secretariat will provide medical insurance allowance.
Annual Leave	21 working days per annum
Sick Leave	20 working days per annum
Maternity Leave	98 consecutive days
Paternity Leave	10 working days
Family Care Leave	5 working days
Compassionate Leave	5 working days
Public Holidays	In accordance with Fiji Public Holiday
General	Appointment will be under the terms and conditions of the PITAA Secretariat's HR Policy, a copy of which will be made available to the successful applicant.