



MALAWI COMMUNICATIONS REGULATORY AUTHORITY (MACRA) VACANCY

The Malawi Communications Regulatory Authority (MACRA) is a statutory body that draws its mandate from the Communications Act (2016) to regulate the provision of services in the communications sector in Malawi, comprising telecommunications, posts and broadcasting.

MACRA invites applications from suitably qualified persons to fill the following vacant positions.

1. DIRECTOR OF POSTAL SERVICES

Responsibilities will include but not limited to the following:

- Head of directorate responsible for formulation of work programmes and supervision of their implementation;
- Develops and recommends policies, regulations and standards for the provision of postal services in Malawi;
- Monitors and enforces compliance of license conditions by operators and recommends sanctions for violations;
- Formulates conditions for licensing and supervises the process of licensing operators;
- Co-ordinates research on postal technology and systems with a view to advance the technology in order to improve quality of services, increase penetration and efficiency;

- Formulates policies aimed at promoting competition among postal operators in accordance with the National Policy, legislations and regulations in order to enhance efficiency and quality of services;
- Co-ordinates Malawi's participation in activities relating to international postal organisations;
- Monitors the trend of developments in the postal sector worldwide and inform the Authority on conventions, procedures, tariffs, technologies, etc and advise on how to adopt them;
- Manages postcodes and National Physical Address numbering system;
- Manages Universal Postal Union (UPU) Global Monitoring System;
- In collaboration with other departments, formulate regulations and guidelines for universal postal service, postcodes and physical addressing numbering, interconnection, competition, tariffs etc;
- In collaboration with other departments resolve disputes among operators and customers;
- Supervises technical audits for licensed operators;
- Supervises field inspections to identifying illegal operators and institute appropriate action to control them;
- Obtains feedback from operators on regulatory policies;
- Identify appropriate technologies, systems and methods for promoting access to postal and courier services in rural and disadvantaged areas;
- And performs any other duties as may be assigned from time to time.

QUALIFICATIONS

The holder of the position is expected to have the following minimum key qualifications:

- Bachelors and a Master's Degree in Administration, Finance, Law or any related field;
- Specialized training in Postal/Courier regulations;
- At least 10 years' experience working in postal sector;
- Excellent research and interpersonal skills;
- Ability to work with minimum supervision.

2. DEPUTY DIRECTOR CERT

Duties:

- Develops policies and strategies for the development of the National CERT In Malawi;
- Liaises with Police, other security agencies and sector CERTs on the operations of the National Cert;
- Develops regulations for enforcing the Cyber Security and Electronic Transaction Act;
- Provides strategic direction of the CERT and implements strategies for promoting of National CERT;
- Represent MACRA at international meetings relating to Cyber security issues;
- Ensures that the Department's plans, programmes and budgets are prepared and approved based on priorities and achieve value for money within the resources allocated to the Directorate;
- Appraises staff in his/her department and makes input into the improvement of human resource management and development;
- Provides leadership in assessing projects based on viability, sustainability, and established policy;
- Manages incident response processes and providing procedure updates to deal with future incidents;
- Provides advice on CERT and Cyber Security policy related matters and promotes National CERT awareness;
- Monitoring the operations of National CERT and provides advice to management with respect to the ICT sector growth and cyber related issues;
- Planning and managing National CERT and activities within the section in accordance with budget and timescale;
- Manages research in National CERT development;
- And participates in decision-making on matters relating to cyber security in the country.

EDUCATION AND EXPERIENCE REQUIRED

- Master's Degree in Information and Communications Technologies, Computer Science or related field;

- At least 10 years continuous professional experience, 7 of which should have been at a senior or managerial level within the Information and Communications Technologies sector;
- Proven skills, knowledge and experience in cyber security;
- Excellent research and interpersonal skills;
- And ability to work with minimum supervision.

3. SPECTRUM MONITORING AND ENFORCEMENT MANAGER

- a) Monitors and enforces licensing of spectrum assignments in accordance with the laws of Malawi, Radio Regulations and established National Communication Policies;
- b) Develops strategies for efficient monitoring of spectrum usage;
- c) Advises operators on best practices in spectrum usage with consideration of the current practice;
- d) Carries out spectrum Analysis from data obtained from spectrum measurements and from applicants to generate interference, intermodulation or coverage reports;
- e) Monitors radio equipment to determine conformity with applicable standards;
- f) Ensures smooth operation of the Frequency Management and Monitoring (FMM) System by carrying out scheduled maintenance;
- g) And prepares monthly reports on spectrum Utilization on various spectrum bands for purposes of spectrum planning.

QUALIFICATIONS REQUIRED FOR THE JOB

The holder of the position is expected to have the following minimum key qualifications:

- a) BSc Degree in Telecommunications/Electrical Engineering or Electronics Engineering from a recognized University with at least 3 years' experience in the telecommunications industry;
- b) Those with a Master's Degree in Telecommunication or Electrical or Electronics Engineering will have an added advantage;
- c) Ability to work with minimum supervision.

4. QUALITY ASSURANCE MANAGER

Duties:

- a) Develops and maintains systems to measure performance against established telecommunications network Quality of Service (QoS) targets with reference to their licences;
- b) Benchmarks with relevant bodies and countries on network quality of service issues;
- c) Establishes and implements necessary communication strategies for the improvement and awareness of QoS issues;
- d) Monitors performance in accordance with the agreed QoS targets and take necessary action to ensure that telecom operators adhere to network performance targets as per their licences;
- e) Liaises with internal and external parties on QoS matters;
- f) Performs technical audits to ensure that operators adhere to accepted telecommunication standards;
- g) Reports as necessary on the general trends and changes in telecommunications standards worldwide;
- h) And preparation of reports and presentations to management.

QUALIFICATIONS REQUIRED FOR THE JOB

The holder of the position is expected to have the following minimum key qualifications:

- a) BSc Degree in Telecommunications/Electrical Engineering or Electronics Engineering from a recognized university with at least 5 years' experience in the telecommunications industry;
- b) Those with a Master's Degree in Telecommunication or Electrical or Electronics Engineering will have an added advantage;
- c) Ability to work with minimum supervision.

5. TECHNOLOGY OFFICER

Duties and responsibilities

- a. Maintains access/backhaul technologies network used for CIRMS to ascertain the system's consistent availability;
- b. Administers the CIRMS database;
- c. Assists in the assignment of telecommunications numbering resources and maintain/update the National Numbering Database in line with the

- Communications Act and International Telecommunications Union (ITU) standards and recommendations;
- d. Generates reports from the CIRMS platform for both Quality of Service (QoS) and Revenue Assurance;
 - e. Conducts research on emerging standards in the telecommunications industry and prepare reports;
 - f. And carries out QoS technical audits as assigned from time to time.

Qualifications/Personal Attributes

The desired candidate must possess the following qualifications, experience and attributes:

- a. Must have a minimum of advanced Diploma in Telecommunications or ICT;
- b. Must have good working knowledge of database administration;
- c. Must at least have a 3 year working experience relating to telecommunications standards and key Quality of Service parameters;
- d. Must at least have knowledge in CDRs processing;
- e. And should be flexible to work on shift or odd hours.

6. QUALITY ASSURANCE OFFICER

Duties and responsibilities

1. Carries out technical audits (e.g Quality of Service drive tests) when necessary;
2. Monitors network performance of all telecom service providers in accordance with the agreed QoS targets and take necessary action;
3. Works in liaison with all engineers from telecom service providers to ensure that network performance measurements are carried out;
4. Keeps an updated log of all QoS issues;
5. And carries out equipment type approvals.

Qualifications/Personal attributes

The desired candidate must possess the following qualifications and experience:

- a. Must have a Diploma in Telecommunications or its equivalent;
- b. Must have high quality inter-personal skills;
- c. Knowledge of equipment type approval;
- d. Must have at least 3 years of work experience in network Key Performance Indicators (KPI) measurements interpretation;

- e. Must have good working knowledge of SS7 signalling (CAP, IANAP, MAP, ISUP, SIGTRAN).
- f. And be flexible to work on shift or odd hours.

REMUNERATION

The above positions attract a generous benefit package including competitive salary and allowances.

APPLICATION

Candidates meeting the above qualifications and experience should include the following in their application:

- Full Curriculum Vitae (CV) giving full details of qualifications and experience and names of three traceable referees;
- And a covering letter, describing the qualities and skills that specify special qualities for the execution of responsibilities listed above, addressed to:

The Director General,
Malawi Communications Regulatory Authority (MACRA),
MACRA House,
9 Salmin Amour Road,
Private Bag 261,
Blantyre

Closing date is Thursday 1st August, 2019