



1. Senior Programme Officer-ICT

Primary Purpose of the Job

- Facilitate and coordinate the development, implementation and M&E of policies and programmes aimed at building a cost-effective and integrated Telecommunications and ICT Infrastructure and achieving reliable, affordable and universal access to ICT services in the SADC Region.
- Manage the efforts and performance of the team falling under the responsibility of the Senior Programme Officer.

Policy Development and Harmonisation

- Commission and coordinate research/studies to identify Telecommunications and ICT strategy, policy and regulatory gaps in the region.
- Coordinate the development, strengthening and harmonisation of Telecommunications and ICT strategies, policies, regulations, guidelines, standards and systems.
- Coordinate the approval and adoption of the Telecommunications and ICT strategies, policies, regulations, guidelines, standards and systems by the SADC Structures.
- Facilitate the implementation of the Telecommunications and ICT strategies, policies, regulations, guidelines, standards and systems by Member States.
- Coordinate the development, review and monitoring of the implementation/ domestication of the relevant Protocol falling under the purview of this unit.

Research and Information Dissemination

- Manage the collection of information and data relevant to this focal area.
- Identify priority areas, commission studies, and use/interpret the findings to feed into the planning process.
- Coordinate the development and maintenance of a centralised database on this focal area.
- Manage the dissemination of relevant data through the SADC website and other forms of media, including social media platforms or through reports to SADC Institutions.
- Undertake research work – Think Tank Approach.

Strategic Planning and Programming

- Identify key areas of interventions in the Telecommunications and ICT sector.
- Coordinate the development of long-term, medium and short strategic plans/ Programme of Action for the Telecommunications and ICT.
- Facilitate the adoption of the Strategic Plans by various policy structures.
- Undertake periodic reviews of the Strategic Plans.
- Prepare Annual Corporate Plan and Risk Register for the Telecommunications and ICT infrastructure sector.
- Facilitate and coordinate implementation of capacity building initiatives for the design, development, implementation, maintenance and operations of regional Telecommunications and ICT infrastructure networks; monitor and evaluate the success of the interventions.
- Conceptualize and develop projects/programmes to implement the Strategic Plan
- Support resource mobilisation for programme implementation as and when required by PPRM.
- Undertake steps to promote and strengthen Public-Private Partnerships (PPPs),
- Partnerships for infrastructure development, resource mobilisation, funding and operations.

Programme Implementation

- Coordinate project preparation to ensure availability of a pipeline of bankable projects.
- Facilitate implementation of the Telecommunications and ICT infrastructure related programmes/projects aimed at:
 - The development, construction, maintenance and rehabilitation of regional infrastructure networks; and
 - The establishment and strengthening of regional institutions (including CRASA, SATA and SAPOA) and frameworks for coordination of infrastructure and services.
- Manage project staff and consultancies.
- Develop and agree on Key Performance Indicators (KPIs), Targets and criteria in line with SADC M&E system for monitoring the implementation of projects by the Member States.
- Monitor implementation of programmes/projects and evaluate their impact.
- Prepare reports, documents and annotated agenda for submission to various policy structures of SADC.
- Implement Ministerial and Technical meeting decisions directed to SADC Secretariat which relate to the ICT Sector.
- Implement risk management measures as outlined in the ICT Division's Risk Register.
- Implement audit recommendations pertaining to the ICT sector.
- Contribute to the development of the SADC Annual Report.
- Share programme impact and lessons.

- Identify and build relationships with external stakeholders (e.g. development agencies, policy, and research organisations) that are critical to delivering the unit's objectives and programme.
- Liaise with other directorates to ensure mainstreaming of cross cutting issues (e.g. Gender, Youth, HIV/AIDS, Poverty, ICT, STI etc.) into own programmes.
- Ensure joint/synergised planning and programming for programmes that have cross cutting implications/linkages with other programme directorates and units in the Secretariat.
- Liaise with SATA, CRASA and SAPOA on general implementation of the SADC Programmes, as and when required.
- Liaise with Continental and International Organisations (ATU, PAPU, ITU, UPU) where relevant in pursuing implementation of the SADC Programmes.

Position Requirements

Education

- At least a Master's Degree in Telecommunications/ ICT or Electrical Engineering from a recognised institution.

Specialised knowledge:

- Knowledge and understanding of integrated programme planning, budgeting, development, resource mobilisation, risk mitigation, administration, monitoring, reporting for Telecommunications and ICT
- Proficient in the use of computers and computer software relevant to the position
- Knowledgeable in the International Telecommunication Union (ITU) Radio Regulations (RR).

Experience

- At least 10 years of regional, continental or international experience in Telecommunications and ICT within a public or private sector, regional or international organisation. This includes a minimum of 4 years in a line management position.

Skills Requirements

- Good oral presentation, report writing and workshop facilitation skills
- Conflict management skills
- Decision-making skills
- International relations skills
- Good knowledge of computer and application packages;
- Ability to undertake research, analyse and synthesise information;
- Experience in managing ICT projects;
- Ability to produce both analytical and descriptive reports;
- Good analytical, writing, and Interpersonal skills

- Leadership skills
- Mentoring and coaching skills
- Negotiation, persuasion, advocacy, networking, relationship building and stakeholder management skills
- Organisational skills (planning, budgeting, work prioritisation, time management, M&E)
- Research, analytical and problem-solving skills
- Strategy and policy development skills
- Team building skills

Competency Requirements

- Apply interpersonal styles/methods to develop, motivate and empower individuals toward achievement of goals
- Capable of maintaining quality whilst working under pressure and adhering to deadlines
- Capacity to motivate and influence people positively, and create a climate where people want to do their best
- Conceptual and practical thinking
- Customer focused
- Decisive
- Demonstrated ability to work well, present and win support for ideas in an international, multi-cultural and highly political environment
- Organisational awareness with an understanding of how to engage the organisation to get things done
- Maintain confidentiality and respect of sensitive situations
- Methodical and organised, and able to look at the big picture without losing attention to details
- Professionalism and adherence to good work ethics and professionalism
- Question status quo/ conventional approaches and encourage new ideas and innovations for progress
- Resilience and personal drive, self-motivation
- Results and performance driven
- Visionary, thinks and acts strategically

2. Officer-Research & Statistics

Primary Purpose of the Job

To process, compile, analyse, report and disseminate data and statistics on all matters related to the SADC regional integration, with focus on merchandise trade statistics, and maintain integrated regional statistical databases.

Duties & Responsibilities

Research and Statistics

- Liaise with research institutions to share and exchange research information that are critical for analysis.
- Conduct and / or commission studies and research to gain information and data:
 - Supervise commissioned research and research consultants
 - Ensure use of appropriate survey design and data collection instruments for collection of primary and secondary data where required
 - Perform quality control to verify accuracy and integrity of data for analysis and reporting
- Harmonise standards and procedures for processing, compilation and analysis of data:
 - Develop, document, maintain and implement methodologies, statistical tools and guidelines, standards, procedures and dissemination strategies
 - Advise Member States on data collection / analysis for specific regional indicators, and recommend where possible short term statistical training courses
- Perform specific analyses and reporting on regional integration data as required:
 - Apply statistical techniques and methods in the processing and analysis of data, and perform necessary statistical routines related to the collection, processing, compilation, analysis and reporting of statistical data
 - Prepare statistical tables and reports for internal analysis
 - Produce analytical reports to support the publication of regional statistics
 - Produce and disseminate regional statistical publications to key stakeholders
- Provide relevant, timely and quality data in response to both anticipated needs as well as specific requests from internal and external customers:
 - Respond to local, regional and international organisations requesting relevant statistics from the unit
 - Provide Programme directorates sector data and statistics that will inform their planning, programming, monitoring and evaluation activities
- Explore and recommend new and improve methods and ideas of data processing, analysis, reporting and dissemination.
- Research and adopt best practices in own specialised area of work and maintain high level of knowledge in order to effectively undertake the duties of the post.
- Perform any other duties as may be assigned by the supervising officer.

Knowledge Management

- Review and maintenance of standards and nomenclature for infrastructural design of an integrated regional statistical database.
- Feed data and statistics into the knowledge database, and maintain it up to date.

- Consult with ICT for technology enhancements to the database as and when required.
- Define and maintain access rights to database

Position requirements

Qualifications and Experience

Education

- At least a Master's Degree in Statistics, Economics, Econometrics or related technical field from a recognised institution

Specialised knowledge

- Knowledge of statistical methods, packages such as STATA, Python and R.
- Knowledge of generating price indices.
- Knowledge of research techniques for data collection, compilation, processing, analysis and reporting.
- Knowledge of development and maintenance of statistical databases.
- Proficient in the use of computers and computer software relevant to the position.

Experience

- At least 7 years of progressive work experience in the collection, compilation, validation and dissemination of Official Statistics on Merchandise Trade is required at national or international level.
- Experience in implementation and use of Eurotrace software for processing and disseminating trade statistics using SQL, and compilation of economic statistics will be added advantage.

Skills Requirements

Communication skills

Interpersonal skills

Negotiation, networking and relationship building skills

Organisational skills (planning, time management, work prioritisation)

Research, analytical and problem-solving skills

Competency Requirements

Capable of maintaining quality whilst working under pressure and adhering to deadlines

Conceptual and practical thinking

Customer focused

Decisive

Demonstrate ability to work independently and largely unsupervised

Maintain confidentiality and respectful of sensitive situations

Methodical and organised, with a high level of attention to details

Organisational awareness with an understanding of how to engage the organisation to get things done

Professionalism and adherence to good work ethics

Question conventional approaches and encourage new ideas and innovations for progress

Resilience and personal drive, self-motivation

Results and performance driven

Team player