Position Description

Vacancy Title: **Service Assurance Coordinator**

Location:

Reports To: **None**

Objective

The Service Assurance Coordinator is a key member of the Service Assurance team, tasked with ensuring compliance, governance, and documentation in support of Essist's operational activities. This role plays an important part in contributing to the company's strategic direction by supporting the implementation and continuous improvement of support processes, systems, and documentation. The Coordinator will work closely with the Service Assurance Manager to uphold process governance and produce relevant reporting. In this capacity, the role involves regular interaction with Ethan Group customers, service providers, and subcontractors, as well as internal technical teams, Service Delivery Managers, various sub-divisions, and other colleagues and associates.

Outcomes

Organisational Stakeholders

1. Incident Coordination and Management

- Customer P1/P2 incidents are managed through to resolution in accordance with response timeframes and service level agreements.
- Investigation and remediation actions are coordinated across internal resolver groups and external vendor partners.
- Relevant incident data and diagnostic inputs are compiled to support efficient troubleshooting and resolution.
- Incident workflows and escalation procedures are followed and documented to ensure traceability and accountability in high-priority cases.

2. Stakeholder Communication During Incidents

- Impacted customers and internal stakeholders are kept informed throughout the incident lifecycle with timely and accurate updates.
- Stakeholder communications are tailored and structured to reflect the urgency, impact, and recovery actions of each incident.
- Communication logs and correspondence are maintained to support reporting, audit, and review processes.

3. Post-Incident Review and Reporting

- Post-Incident Review (PIR) meetings are facilitated to assess root causes, corrective actions, and lessons learned.
- PIR documents are prepared and submitted in a structured format to reflect the full incident timeline, actions taken, and recommendations.
- Systemic issues and repeat incidents are tracked and highlighted for long-term mitigation planning and escalation.

4. Service Assurance Operations Support

- Process Managers are supported in the daily implementation and oversight of ITIL-based operational workflows.
- Internal and external customer operations are monitored and aligned to ensure adherence to defined service processes.
- Weekly service assurance reports are generated, quality checked, and distributed to relevant stakeholders.

5. Ticket Review and Data Quality Control

- Support ticket records are collected, cleaned, and analysed to identify trends, anomalies, and potential service gaps.
- Tickets are reviewed for completeness, categorisation accuracy, and resolution quality against service standards.
- Exceptions and unusual patterns are flagged and escalated to team leads or process owners for resolution.

6. Roster and Administrative Support

- The on-call support roster is maintained and updated to ensure consistent team availability for incident response.
- Data entry, tracking spreadsheets, and administrative logs are maintained to support reporting and operational accuracy.
- General administrative tasks, including template updates, minutes drafting, and documentation formatting, are completed as required.

7. Teamwork and cooperation

- Cooperation within the team and greater function.
- Cooperation across functions.
- Work collaboratively to achieve the set targets and goals.

Responsibilities - Key Competencies

Competence	Description
Business	
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.

Competence	Description
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.
Information Analysis	Make informed decisions by collecting and interpreting data and information
People	
Facilitation	Assist the progress of work ensuring its timely and effective completion.
Problem Solving	Develop practical solutions to a situation.
Innovation	Use original and creative thinking to make improvements and/or develop and initiate new approaches.
Professional	
Technical Strength	Demonstrate knowledge of a specialist discipline.
Compliance	Comply with relevant laws and the policies and procedures of the organisation.
Technology Application	Apply technology.
Operational	
Maintenance	Monitor and/or maintain equipment, plant or vehicles in sound operating order.

Qualifications

Qualification	Discipline	Notes
Preferred		
Degree	Information Technology/Computing, Technology	
Desirable		
Diploma	Information Technology/Computing, Technology	
Desirable		
Certificate	Information Technology/Computing, Technology	

Work Knowledge and Experience

Tertiary qualifications in Information Technology or equivalent practical experience

ITIL certification: critical and required

Preferably 1–2 years of experience in Major Incident Management

2–3 years of experience in IT Service Delivery or a similar role

Proven ability to create both technical and management-level reports

Experience with report automation is highly desirable

Prior experience in a managed services environment is an added advantage

Requirements

Language Proficiency

Excellent command of English

Regulatory Compliance Requirements

Relevant certifications, registrations, and licenses may be required.

Fiji citizen only.

Standard working hours aligned to the Australian Eastern Standard Time inclusive of Australian Public Holidays

On-call responsibilities, including rostered weekends

Overtime compensation at Time & a Half- or Double-Time rates for after-hours call management

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	Board of Directors	
	Chief Executive Officer	
	All employees	
	Management Team	
External		

Type	Interaction	Comments
	Regulators	
	Suppliers	
	Customers	

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.
Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
Integrity	Adherence to moral and ethical principles; soundness of moral character; honesty.
Achiever	Puts in effort to achieve a desired result or goal and is motivated by this end and the overall accomplishment.

Interpersonal Styles

Empathic	Has the ability to understand somebody else's feelings or difficulties.
Perceptive	Shows keen insight and understanding of issues or situations.
Team Oriented	Enjoys being with others as part of a group or team.
Trusting	Places confidence in others without misgivings, relying on their ability, character, and truthfulness.

Thinking Styles

Analytic	Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
Reflective	Takes a thoughtful and deliberative approach.
Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

--

Contact for Enquiries

Contact Name: Marie Drauna

Contact Email: marie@maxumise.com

Further Contact Information: --

Closing Date: 16 Jul 2025