Position Description

Vacancy Title: **IT Delivery Coordinator**

Location: **Suva**

Reports To: **None**

Objective

The IT Delivery Coordinator is a key member of the IT Delivery 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. IT Delivery 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	
Business Performance	Manage the performance of the organisation.
Risk Management	Analyse and manage risk.

Competence	Description
Change Management	Implement and manage changing situations resulting from a change in strategic/business.
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Resource Management	Deliver results through the efficient and effective allocation and use of supplies , equipment and people.
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
Documentation	Communicate using formal business writing.
Communication	Exchange information through verbal communication

Customer

Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Promotion	Promote the value of the products/services offered by the organisation.
Commercial Focus	Optimize the commercial viability of the organisation.
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
Quality Focus	Deliver quality.
Organisational Values	Display the organisation's image and value standards.
Social and Cultural Awareness	Respond respectfully and effectively to people of different cultural and social backgrounds.

Operational

Equipment Operation	Control the operation of specialised equipment, plant or vehicles to satisfy the demands of the assignment.
Maintenance	Monitor and/or maintain equipment, plant or vehicles in sound operating order.
Health and Safety	Establish and maintain a safe and healthy work environment.
Stock Control	Acquire and monitor stock to meet business needs

Professional

Technical Strength	Demonstrate knowledge of a specialist discipline.
Compliance	Comply with relevant laws and the policies and procedures of the organisation.
Research	Apply formal research methodologies.
Mathematical Reasoning	Apply mathematical reasoning.
Technology Application	Apply technology.

People

Leadership	Utilise a leadership position to influence people and events and to increase performance.
Team Orientation	Work in a team towards a common aim.
Facilitation	Assist the progress of work ensuring its timely and effective completion.
Problem Solving	Develop practical solutions to a situation.
Learning	Develop the competencies of self and others to enhance performance.

Qualifications

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

Hours of Work and Related Provisions

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	
	All employees	
	Management Team	
External		
	Suppliers	
	Regulators	
	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.	
Innovative	Devises new and creative ways to do things comes up with original ideas.	
Reliable	Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.	

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.	

Thinking Styles

Analytic	Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.	
Disciplined/Systematic	Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach.	
Initiative	Takes action and makes decisions without the help or advice of other people.	

How To Apply

--

Contact for Enquiries

Contact Name: Marie Drauna

Contact Email: marie@maxumise.com

Further Contact Information: --

Closing Date: 31 Aug 2025