

Position Description

Vacancy Title: **AI Automation Engineer**

Location: **Suva**

Reports To: **None**

Objective

This role will play a critical part in implementing Voice AI, Chatbots, Agent Assist tools, and workflow automation, integrating across multiple client platforms without disrupting existing technology stacks.

Outcomes

Organisational Stakeholders

1. Systems, applications software and IT infrastructure support provided

- IT systems and applications software available and optimised
 - Systems and applications managed, maintained and tailored to the needs of the organisation
 - Reports created to meet the organisation's requirements
 - Install and implement new software and/or hardware
 - Assess the effectiveness of changes to IT and software
 - Risk management plan implemented and and monitored, including backup of all IT systems
 - IT infrastructure managed to ensure services are available and adequate for the needs of the organisation
- User manuals developed and training / updates available to staff
 - provide help desk and troubleshooting services when required
- Financial and other systems-based processes and reports developed as required.
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2. Teamwork and cooperation

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

Product's Stakeholders

1. Positive user experience [IT focus]

- Understand and deliver the desired user experience outcome
 - Systems and hardware easy to use and fit for purpose
 - Documentation provided to meet business and personal user needs as well as compliance requirements
- Manage the help desk to ensure problems and requests are handled to achieve the desired customer experience outcomes and in accordance with service level agreements

Responsibilities - Key Competencies

Competence	Description
Professional	
Technology Application	Apply technology.
Compliance	Comply with relevant laws and the policies and procedures of the organisation.
Technical Strength	Demonstrate knowledge of a specialist discipline.
People	
Problem Solving	Develop practical solutions to a situation.
Innovation	Use original and creative thinking to make improvements and/or develop and initiate new approaches.
Customer	
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
Business	
Change Management	Implement and manage changing situations resulting from a change in strategic/business.
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.

Qualifications

Qualification	Discipline	Notes
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Work Knowledge and Experience

Requirements

Language Proficiency

Fluency in both written and spoken English

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
No interactions found.		

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.
Integrity	Adherence to moral and ethical principles; soundness of moral character; honesty.
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

Perceptive	Shows keen insight and understanding of issues or situations.
Self-sufficient and assured	Readily copes with situations without recourse/need of others, showing confidence and belief in oneself and one's own abilities.
Team Oriented	Enjoys being with others as part of a group or team.

How To Apply

To apply for this role, please click on the link or scan the QR code provided.

Contact for Enquiries

Contact Name: Ravindra Naidu

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Further Contact Information: --

Closing Date: 30 Apr 2026