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## Position Description

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Vacancy Title: **Country Manager, PNG & Solomon Islands**

Location:

### Objective

The Country Manager, PNG & Solomon Islands, will act as the business owner for Kacific's operations and growth across Papua New Guinea and Solomon Islands. This is a market-building leadership role responsible for establishing and growing Kacific's managed services provider business in both countries. The role carries end-to-end commercial accountability for revenue growth, customer acquisition, strategic partnerships, profitability, collections, market development and long-term business performance. The successful candidate will lead the development of Kacific's in-country business across primary product areas, including satellite broadband, fibre-backed redundancy, enterprise-grade connectivity, green power and network modernisation. The role will also drive secondary growth through value-added network services, managed ICT solutions, infrastructure services and future Kacific offerings. This position requires an entrepreneurial leader who can operate with ownership, build trusted relationships, identify market opportunities, develop partnerships, lead complex solution sales and position Kacific as a long-term connectivity and technology partner in PNG and Solomon Islands.

### Outcomes

#### Organisational Stakeholders

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##### 1. Business Ownership and Market Leadership

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- Act as Kacific's commercial and business owner for Papua New Guinea and Solomon Islands.
  - Build and lead the go-to-market strategy for Kacific's managed services provider business in the assigned markets.
  - Own revenue growth, gross margin, profitability, collections, customer growth, pipeline development and overall business performance.
  - Develop country business plans covering satellite broadband, enterprise connectivity, fibre redundancy, green power, network modernisation, managed services and value-added network services.
  - Identify priority market segments including telecommunications operators, ISPs, government, mining, energy, banking, education, healthcare, NGOs, development agencies and enterprise customers.
  - Position Kacific as a trusted managed services and technology partner, not only a satellite bandwidth provider.
  - Monitor market trends, competitor activity, customer requirements, regulatory developments and technology shifts to identify new business opportunities.
  - Provide regular market intelligence and business recommendations to the Vice President, Pacific and senior management.
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##### 2. Sales Strategy and Revenue Growth

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- Develop and execute sales strategies to achieve revenue, profitability and market share targets across PNG and Solomon Islands.
  - Build and manage a qualified sales pipeline across wholesale, enterprise, government, retail, managed services and infrastructure opportunities.
  - Lead major customer engagements, commercial proposals, pricing discussions, contract negotiations and renewals.
  - Drive high-value opportunities for satellite broadband, enterprise connectivity, business continuity, fibre redundancy and managed network solutions.
  - Expand Kacific's product positioning from standalone connectivity to integrated turnkey solutions.
  - Develop structured account plans for strategic customers and partners to increase retention, revenue growth and customer lifetime value.
  - Maintain accurate forecasting, pipeline reporting and opportunity tracking.
  - Work with Finance and Operations teams to support collections, debtor management and cash flow performance.
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##### 3. Partnerships and Business Development

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- Build strong relationships with telecommunications operators, ISPs, government agencies, regulators, development partners, NGOs and enterprise customers.
  - Identify and secure strategic partnerships, reseller arrangements, channel partners and local delivery partners.
  - Develop opportunities with fibre providers, tower companies, power solution providers, system integrators and local service companies.
  - Lead the development and submission of tenders, proposals, RFP responses and strategic bids.
  - Engage with government and regulatory stakeholders to align Kacific's services with national connectivity, digital transformation and rural development priorities.
  - Represent Kacific at customer meetings, industry events, conferences and stakeholder engagements.
  - Build Kacific's brand presence and credibility as a long-term technology partner in PNG and Solomon Islands.
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##### 4. Customer Engagement and Account Management

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- Own executive-level relationships with strategic customers, partners and key stakeholders.
  - Serve as the primary commercial escalation point for major accounts and strategic opportunities.
  - Ensure strong customer satisfaction through effective engagement, solution delivery and ongoing value realisation.
  - Work with internal technical, operations and support teams to ensure a seamless customer experience.
  - Review customer utilisation, service performance, growth potential and business needs to identify upsell and cross-sell opportunities.
  - Lead contract renewals, pricing reviews, dispute resolution and commercial issue management.
  - Maintain long-term relationships that support recurring revenue, customer loyalty and business expansion.
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## 5. Financial Management and Reporting

- Maintain accountability for revenue, margin, profitability, collections and overall business performance in the assigned markets.
- Develop annual budgets, sales forecasts, financial projections and country business plans.
- Evaluate the commercial viability of new opportunities, partnerships and investment initiatives.
- Ensure all deals comply with Kacific's pricing policies, approval processes, contractual standards and governance requirements.
- Prepare monthly, quarterly and annual performance reports covering revenue, pipeline, market activity, customer status, collections, risks and strategic recommendations.
- Work closely with Finance, Legal, Operations and senior management to ensure commercially sound execution.

## Responsibilities - Key Competencies

Competence	Description
<b>Business</b>	
Strategic Development	Establish the strategic direction and steer the organisation towards its goals
Business Performance	Manage the performance of the organisation.
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Communication	Exchange information through verbal communication
<b>Customer</b>	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Commercial Focus	Optimize the commercial viability of the organisation.
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
<b>People</b>	
Leadership	Utilise a leadership position to influence people and events and to increase performance.
Negotiation	Reach agreement through discussion and compromise.
Self-Management	Manage your priorities and objectives efficiently and effectively
<b>Professional</b>	
Financial Application	Apply financial principles and practices.

## Qualifications

Qualification	Discipline	Notes
<b>Preferred</b>		
Degree	Information Technology/Computing, Business, Marketing, Telecommunications	
<b>Desirable</b>		
Masters Degree	Business Administration	

## Work Knowledge and Experience

10+ years of experience in business development, country management, enterprise sales, telecommunications, ICT, satellite, broadband, managed services or infrastructure solutions.

Experience operating in Papua New Guinea, Solomon Islands or other Pacific Island markets is strongly preferred.

For non-PNG nationals, the candidate must currently hold, or have recently held, a valid PNG work visa or equivalent work authorisation.

Proven ability to build a market, grow revenue, manage strategic accounts and develop partnerships.

Strong understanding of enterprise connectivity, satellite broadband, fibre redundancy, managed services, ICT solutions or telecom infrastructure.

Experience selling to telecom operators, ISPs, government, enterprise, mining, energy, NGOs or development organisations.

Demonstrated ability to manage revenue targets, pipeline, budgets, forecasts and collections.

Experience working with cross-functional teams across product, technical, operations, finance and customer support.

Ability to travel regularly within Papua New Guinea, Solomon Islands and to Kacific regional offices.

## Requirements

### Language Proficiency

Excellent command of English

### Professional Associations

Membership of appropriate Professional Institution

### Regulatory Compliance Requirements

Relevant certifications, registrations, and licenses may be required.

## Other Required Statements

## Why Join Kacific?

This is a unique opportunity to own and build Kacific's business across Papua New Guinea and Solomon Islands at a time when demand for reliable connectivity, digital infrastructure, green power and managed services is growing rapidly.

The role offers the opportunity to move beyond traditional sales and take ownership of a market-building mandate, creating solutions that support enterprises, telecom operators, governments and underserved communities.

For a commercially driven and entrepreneurial leader, this role provides the chance to build a meaningful business while contributing to Kacific's mission of connecting communities and enabling digital inclusion across the Pacific.

**Location:** Fiji / Papua New Guinea / Hybrid

**Markets Covered:** Papua New Guinea and Solomon Islands

**Reports To:** Vice President of Sales, Pacific

**Business Focus:** Enterprise Connectivity, Green Power and Network Modernisation

## Interactions

Type	Interaction	Comments
<b>Internal</b>		
	Regional / APAC Sales Leadership & Vice President, Pacific	
	Finance & Sales Operations Teams	
	Solutions Engineering, Service Delivery & Operations Teams	
	Legal / Contracts / Compliance	
	Marketing and Product teams	
<b>External</b>		
	Strategic Customers & Enterprise Clients	
	Telecommunications Operators & ISPs	
	Government Agencies & Regulators	
	Development Partners & NGOs	
	Channel Partners, Resellers & Local Delivery Partners	
	Infrastructure & Service Providers	

## 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.
Achiever	Puts in effort to achieve a desired result or goal and is motivated by this end and the overall accomplishment.

### 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.

### Thinking Styles

Flexible/Adaptable	Readily accommodates changing circumstances, modifying own behaviour and/or views. Able to adjust easily to new conditions.
Initiative	Takes action and makes decisions without the help or advice of other people.

## How To Apply

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## Contact for Enquiries

Contact Name: HR Team

Contact Email: [hr@kacific.com](mailto:hr@kacific.com)

Further Contact Information: --

**Closing Date: 10 Aug 2026**