



ELECTRICITY SUPPLY CORPORATION OF MALAWI (ESCOM) LIMITED

VACANCY: DIRECTOR - OPTIC FIBRE COMMUNICATION

The Electricity Supply Corporation of Malawi (ESCOM) is a limited liability company established under the Companies Act of 1984.

Electricity Supply Corporation of Malawi (ESCOM) operates a nationwide optic fibre backbone network, optic fibre distribution network, and optic fibre, strung on electricity infrastructure, is complemented with wireless access networks. The company has three licenses, namely, Internet Service Provider, International Gateway and Carrier of Carriers, from Malawi Communications Regulatory Authority (MACRA).

The OFC Directorate operates in the dynamic information and communication technology sector, offering converged services that address the totality of our clients' needs whilst positioning the organization for improved business profitability.

Job Title: Director – Optic Fibre Communication

Location: Blantyre – Malawi

Reports To: Chief Executive Officer

GENERAL PURPOSE OF THE JOB

The **Director - Optic Fibre Communication** has responsibility for developing and implementing overall financial and technology strategies to provide highly reliable, financially self-sustaining, and affordable communications services and products to customers. This position also develops long term strategies and manages the functionality and reliability of ESCOM's optic fibre communications infrastructure, the national backbone and associated systems. This position is fully responsible for

designing and implementing a revenue structure and the associated rates designed to recover the ongoing cost of providing reliable fibre service to its customer.

Hence, the position is responsible for overseeing the overall operations and providing strategic leadership and direction to the business. This role involves overseeing all aspects of the business's operations, including financial performance, business development, customer satisfaction, and organizational culture. The Director will work closely with the Executive Management Team to develop and implement effective strategies to drive growth and profitability while ensuring compliance with industry requirements and standards.

KEY RESPONSIBILITIES

1. Leadership, Strategic Planning and Execution:

- a) Direct the analysis, formulation, and implementation of business strategies to provide highly reliable, financially self-sustaining, and affordable optic fibre communication services to include evaluation of technology necessary to keep the network up to date.
- b) Define the Optic Fibre vision, long-term goals and strategic plan.
- c) Develop and execute a comprehensive business strategy aligned with the business objectives, vision and mission.
- d) Provide governance support to the CEO and the Board of Directors. Attend and provide quarterly reports to Board meetings and other meetings as required. Prepare or review reports, correspondence, studies, and other documents; review actions to be presented to the Board of Directors; and provide recommendations as appropriate.

2. Financial Management:

- a) Oversee the management and utilization of finances in a manner that safeguards financial health of the optic fibre business.
- b) Lead and ensure effective financial forecasting, budgeting and reporting.
- c) Monitor financial performance of the fibre business and provide direction to control costs and/or modify revenue structure and agreements to ensure performance targets are achieved.
- d) Devise and implement measures that are strategically aligned to optimize operational efficiency and maximize profitability.

3. Business Development and Compliance:

- a) Identify and pursue new business opportunities, partnerships, and ventures to expand the company's market presence.

- b) Oversee product and service design, development, and pricing of services to customers; service providers or other entities.
- c) Direct the negotiation, development, and administration of contracts for purchases and services to support the fibre and allied operations.
- d) Monitor and analyze industry trends, competitor activities, and regulatory changes to ensure that the business remains competitive and compliant with all relevant laws, regulations, and industry standards.
- e) Foster relationships with key stakeholders, including clients, suppliers, and regulatory bodies.

4. Operational Excellence:

- a) Drive operational excellence, implementing efficient processes and systems to optimize service delivery and customer experience.
- b) Organize, coordinate and direct optic fibre communication operations, maintenance, and related activities. Achieve high operational reliability standards, minimizing outages and ensuring rapid service restoration when outages occur.
- c) Implement and monitor performance metrics to drive continuous improvement.

5. Team Leadership and Development:

- a) Provide leadership in matters related to corporate governance and risk management.
- b) Provide leadership and guidance to the management team, promoting a culture of collaboration, accountability, and continuous improvement across the business.
- c) Oversee the recruitment, training, and development of staff, fostering a high-performance culture and promoting career growth.

6. Customer Focus:

- a) Champion customer satisfaction and loyalty through the delivery of high-quality products and services.
- b) Establish and maintain strong relationships with key clients and stakeholders.

7. Brand and Reputation Management:

- a) Uphold and enhance the business's brand image and reputation in the market.
- b) Represent the business at industry events, conferences, and public forums.

MINIMUM QUALIFICATIONS AND EXPERIENCE:

- Applicants are required to hold both a Bachelor's and a Master's Degree in Engineering, Information and Communication Technology, Management, Business Administration, or a related field from a recognized accredited University.
- Applicants must also be registered members of the relevant and recognized professional bodies.
- Proven track record of at least 10 years in executive leadership positions, preferably in the telecommunications and related industry. This should include experience in overseeing large teams, managing budgets, and strategic planning.
- Extensive experience in the telecommunication industry, specifically with a focus on optic fibre technology, is crucial. This includes understanding the technical aspects of optic fibre as well as market trends.

JOB - SPECIFIC QUALIFICATION

- Senior level professional certifications in Networking, Cybersecurity, Fibre Optic and data cabling are desirable.

REQUISITE KNOWLEDGE, SKILLS AND COMPETENCIES

- Familiarity with the technical aspects of optic fibre technology, including production, installation, and maintenance.
- Strong business acumen with the ability to make strategic decisions, understand market dynamics, and drive business growth.
- Strong leadership, and interpersonal skills to lead and motivate a diverse team, and to communicate, negotiate effectively with other executives, staff, and external partners.
- Ability to identify problems, analyse information, and implement effective solutions particularly in high-pressure or crisis situations.
- Ability to innovate and adapt to the rapidly changing technology landscape in the telecommunications sector.
- Strong financial acumen with experience in budgeting, financial analysis, and resource allocation.
- Strong understanding of regulatory frameworks and compliance requirements in the telecommunications and fibre optic sector.
- Visionary and strategic thinker.
- Ethical and committed to upholding the highest standards of integrity.

APPOINTMENT AND REMUNERATION

The successful candidate shall be offered a negotiable performance-related contract for a period of three (3) years subject to renewal on satisfactory performance.

METHOD OF APPLICATION

Interested persons should submit applications, enclosing copies of certificates, and detailed Curriculum Vitae (CV) with names and contact details of three (3) traceable referees by **13 March 2024** to:

Comptroller of Statutory Corporations
Department of Statutory Corporations
PO Box 30061
Capital City
LILONGWE 3

Only shortlisted applicants will be acknowledged and invited for interviews. Please note that ESCOM is an equal-opportunity employer.