



Va.No.PNCC2024.09

# Vacancy Announcement

It is the policy of Palau National Communications Corporation (PNCC) that qualified Republic of Palau Citizens be given **EQUAL EMPLOYMENT OPPORTUNITY** for employment consideration, with other country nationals utilized in positions for which qualified Republic of Palau Citizens are not available.

<b>Open Date: June 27, 2024</b>		<b>Close Date: JULY 25, 2024</b>	
<b>Position Title</b>	<b>DIGITAL TRANSFORMATION PROJECT MANAGER "FULL TIME CONTRACTUAL EMPLOYMENT"</b>		
<b>Salary Range</b>	<b>Commensurate with Experience</b>		

## DUTIES SUMMARY:

We are seeking a highly skilled and motivated Digital Transformation Project Manager to lead the critical initiative of replacing our current OSS/BSS systems and managing the overarching digital transformation of PNCC. This role is pivotal in ensuring the seamless integration of new digital technologies, optimizing our operational processes, and setting the foundation for future innovations.

## KEY DUTIES AND RESPONSIBILITIES:

- **Project Management:** Lead the planning, execution, and delivery of the OSS/BSS system replacement project, ensuring it is completed on time, within scope, and budget. Utilize advanced project management tools and methodologies to track project progress and manage resources efficiently.
- **Digital Transformation:** Drive the digital transformation agenda, identifying opportunities for process improvement, digital innovation, and enhanced customer experience. Conduct in-depth analysis of current systems and workflows to identify bottlenecks and implement automation where possible.
- **Technical Leadership:** Oversee the technical aspects of the OSS/BSS system replacement, including system architecture design, database migration, API integrations, and the deployment of cloud-based solutions. Ensure the new system aligns with industry standards and best practices for security, data privacy, and reliability.
- **Stakeholder Engagement:** Collaborate with internal teams, external vendors, and stakeholders to align project objectives, gather detailed technical requirements, and ensure smooth implementation and adoption of new systems. Facilitate technical workshops and training sessions to ensure all stakeholders are aligned with the project's technical goals.

- **Change Management:** Develop and implement change management strategies that address the technical aspects of transitioning to new digital platforms, ensuring minimal disruption to business operations. Create detailed roll-out plans and back-out plans to ensure a controlled implementation of new systems.
- **Risk Management:** Conduct thorough risk assessments focusing on technical risks, such as system compatibility, data integrity during migration, and potential cybersecurity threats. Develop and implement mitigation strategies to address identified risks.
- **Reporting and Documentation:** Maintain comprehensive project documentation, including technical specifications, system architectures, data models, and API documentation. Provide regular updates to senior management on technical progress, challenges, and outcomes.

## **QUALIFICATION REQUIREMENTS**

### **EDUCATION AND EXPERIENCE:**

- Bachelor's degree in Information Technology, Computer Science, Business Administration, or a related field, with a strong foundation in software development and system architecture.
- Proven track record of successfully managing large-scale digital transformation projects, with specific experience in billing system implementation or replacement within the telecommunications sector.
- Strong understanding of billing systems, CRM, and ERP solutions, with hands-on experience in system integration, database management, and cloud services.
- Excellent project management skills, with a certification in PMP, Agile, Scrum, or equivalent being highly desirable. Familiarity with technical project management tools such as JIRA, Asana, or Microsoft Project.
- Demonstrated ability to lead cross-functional teams, manage external vendors, and drive technical projects from conception to completion.
- Prior experience in managing projects that involve complex data migrations, system integrations, and the deployment of scalable, high-availability systems.
- Preference will be given to suitably qualified Palauan candidates.

### **Desired Skills:**

- Exceptional communication and interpersonal skills, capable of engaging effectively with technical teams, non-technical stakeholders, and executive leadership.
- Strategic thinker with the ability to translate business needs into technological solutions.
- Adaptability and resilience in the face of changing technologies and business environments.
- Strong analytical and problem-solving skills, with a keen attention to detail.

## **HOW TO APPLY:**

Interested candidates are invited to submit a cover letter and resume detailing their qualifications and experience, relevant to the role, to Ms. Meilan Chin email address: [mchin@pnccpalau.com](mailto:mchin@pnccpalau.com) Please include “Digital Transformation Project Manager Application” in the subject line.

PNCC is an equal opportunity employer and welcomes applications from all qualified candidates. The closing date for applications is July 25, 2024.

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