



# POSITION DESCRIPTION

**Position Title** **GIS Technician**

To provide technical support in terms of mapping Bluesky assets throughout the Cook Islands by way of collecting and building database using Geographic Information System (GIS) software application. The role requires the GIS Technician to work closely with all stakeholders within Bluesky to ensure that all assets are up to date and have been documented into the GIS system.

**Position Summary:**

An GIS Technician position requires a professional in both a GIS and customer service capacity. This position requires extensive knowledge and ability to perform a diverse array of complex GIS related work. This position requires an employee to be flexible, be able to multitask, think intuitively, implore time management and project management skills and possess trouble shooting ability. This position requires working with some departments within Bluesky and public agencies.

An employee in this position should require minimal supervision and be able to use initiative and good work ethic to accomplish assigned tasks. Work is performed under the general supervision of the Fixed Network Service Manager, efficiency and effectiveness of the computer operations, feedback and evaluation when required from time to time.

**Department Summary:**

The Operations group is responsible for supporting Bluesky CI's market and revenue growth through the development and maintenance of the Cook Islands telecommunications network. This includes all cable assets, switching, power and building services, estate, towers, maritime, satellite, radio & TV equipment and other infrastructure supporting the delivery of the Company's landline, cellular and broadband services.

**Role Status:**

Full time

**Location:**

Rarotonga, Cook Islands

**Position reports to (role):**

Network Services Manager

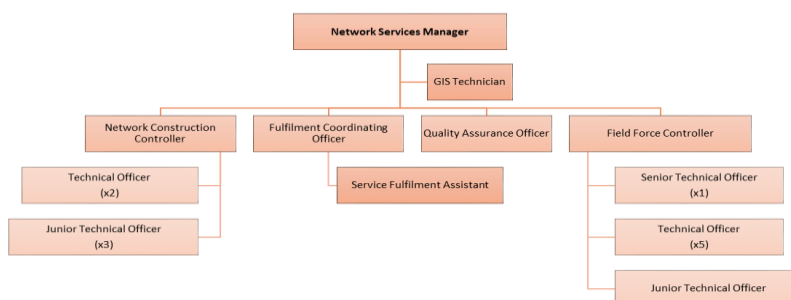
**Management Unit:**

Operations – Network Services

**Date:**

October 2017

**Department Organisational Structure**





## Key Accountabilities and Results Areas

<p><b>Key Task</b></p> <ul style="list-style-type: none"> <li>• Field and site visit collecting primary information.</li> <li>• Produce maps of Bluesky assets.</li> <li>• Produce complex maps for user departments and outside agencies.</li> <li>• Regular updates of Bluesky Network reticulation when required.</li> <li>• Supports other agencies when activated as required.</li> <li>• Performs related duties as required.</li> </ul>
<p><b>FOTS Faults &amp; Installations.</b></p> <ul style="list-style-type: none"> <li>• Ensure all faults are logged and tracked in incident management system.</li> <li>• Ensure all cables and cable group kroners are labelled.</li> <li>• Ensure MSAN and Broadband kroners are labelled.</li> <li>• Ensure a Logbook is in place for all FOTS and encourage staffs to use it.</li> <li>• Extract info from logbooks monthly and upload onto master copies.</li> <li>• Ensure any work carried out on any MDF is carried out with the highest workmanship.</li> <li>• To report any issues noted to Senior/Manager.</li> </ul>
<p><b>Cable Records</b></p> <ul style="list-style-type: none"> <li>• Ensure cable records are up to date in Cable Manager. Cable pair, MSAN and Broadband changes made by the faults men or installers are captured are amended accordingly within the 24hr of change.</li> <li>• Ensure directly buried joint on cables &amp; 049 is recorded accordingly.</li> </ul>
<p><b>Pillars</b></p> <ul style="list-style-type: none"> <li>• Code for pillars and cable terminals (CT) all labelled accordingly.</li> <li>• Ensure every single pillar is recorded on the plans.</li> <li>• Carry out random pillar inspections to check for high standards of workmanship at least once a week.</li> <li>• Carry out regular audits and advise the Rehab or Cable teams of any that requires urgent attention; corroded joints, pillar lids, pole markers, etc.</li> </ul>
<p><b>Cable Network and Service Lines</b></p> <ul style="list-style-type: none"> <li>• Identify critical areas where a higher number of faults are reported repeatedly and recommend appropriate actions that will address it.</li> <li>• Be able to forecast future cable requirements in existing and new areas and advise the Manager to incorporate in future plans.</li> <li>• Be able to identify and forecast that the network in a particular area is deteriorating and to report to the Manager to include in future plans.</li> <li>• Check the new cables are laid according to the approved standards.</li> <li>• Check that 049 are no longer used for all new service lines and that the double sheathed cable is now used.</li> <li>• Ensure that warning strips are laid accordingly on all buried cables.</li> <li>• Completes daily reports for all cable faults repairs</li> <li>• Submit monthly reports to the Manager on the last Friday of the month.</li> </ul>
<p><b>Internal wiring and Installations</b></p> <ul style="list-style-type: none"> <li>• Ensure Cat-5 is used at all times and new wiring follows the approved structured cabling method.</li> <li>• Ensure those premises requiring rewiring are done as soon as possible.</li> <li>• Check for tidiness and neatness of workmanship; cables are hidden or run in trunking, blocks are screwed on to the walls and not hanging, etc</li> <li>• That ETP's are mounted in protected areas away from water outlets and no wire is exposed or prone to future damages.</li> <li>• Check that telephone handsets are wall mounted whenever possible.</li> <li>• Blocks &amp; handset are/is mounted in a secure place; away from windows, damp area/s and heat excessive area and/or away from direct sunlight.</li> <li>• That no more than 2 phone blocks per installations per phone number.</li> <li>• If required to report positive &amp; negative points to Supervisor/Manager on a regular basis.</li> </ul>
<p><b>Our Customer Receive Excellent Customer Service</b></p> <ul style="list-style-type: none"> <li>• Maintains current and accurate records, drawings and plans for all customers' services and ensures these are kept up to date as equipment and services change.</li> <li>• Is available to work after hours and on weekends as required to carry out essential maintenance so as to ensure minimum interruption to services to our customers</li> <li>• Responds to emails (both internal and external) promptly.</li> <li>• Looks for opportunities to improve service quality and availability.</li> </ul>
<p><b>The Network Services Manager receives timely and accurate information that supports robust decision making</b></p> <ul style="list-style-type: none"> <li>• Completes daily reports for all cable faults repairs.</li> <li>• Submit monthly reports to the Manager on the last Friday of the month.</li> </ul>
<p><b>Bluesky Cook Islands Market Brand is Positive</b></p> <ul style="list-style-type: none"> <li>• Complies with the Bluesky uniform policy and maintains tidy and professional appearance at all times.</li> <li>• Ensures Bluesky vehicles are clean and tidy plus also WOF and annual license are up to date.</li> <li>• Is an active participant in the Network Services Team</li> <li>• Is available to travel to the outer island to carry out Bluesky business when required.</li> </ul>



**Skills and Knowledge are Up-to-Date and Used to Assist in the Development of Others**

- Willingly participates in all training sessions and provides leadership in developing other members of the team and other Bluesky staff
- Ensures new staff receive appropriate training on all systems, services and installations and that refresher training is completed on a biannual basis
- Maintains current knowledge of Bluesky and its business through attendance at department, Skip and other Bluesky meetings as appropriate.

## Key Stakeholder Relationships

<b>Internal Stakeholders:</b>	<ul style="list-style-type: none"> <li>• Country Manager</li> <li>• Key Accounts &amp; Sales Team</li> <li>• Chief Operating Officer and CTO</li> <li>• Manager of Network Services</li> <li>• Manager Exchanges &amp; PABX</li> <li>• Manager Engineering &amp; Satellite Services</li> <li>• Customer Services Team</li> </ul>
<b>External Stakeholders:</b>	<ul style="list-style-type: none"> <li>• Customers</li> <li>• Suppliers</li> </ul>

## Key Requirements and Competencies

<b>Qualifications/ Experience:</b>	<ul style="list-style-type: none"> <li>• Essential: NCEA 3 Level pass.</li> <li>• Desirable: National Certificate in Outside Plant &amp; Equipment (CPE), Significant experience within a Telecommunications environment with experience in PSTN Lines Installation and CPE Faults Repairs &amp; Cable Networking.</li> <li>• Experience with the use of Line test equipment's</li> </ul>
<b>Knowledge/ Skills:</b>	<ul style="list-style-type: none"> <li>• Knowledge of automated mapping and information processing methods and techniques.</li> <li>• Knowledge of the capabilities of automated mapping and geographic information processing systems.</li> <li>• Knowledge of basic principles, automated mapping GIS/MapInfo database design and structure.</li> <li>• Knowledge of GIS/MapInfo hardware and software components, data communication and network methods and techniques.</li> <li>• Knowledge of other software programmes in relation to GIS methodology.</li> <li>• Ability to train employees in operation of computer graphics hardware and software.</li> <li>• Ability to prepare written and oral presentations, ability to establish and maintain effective working relationships within the company and stakeholders.</li> <li>• Demonstrate leadership skills and the ability and willingness to train and develop other technical staff.</li> <li>• Excellent communications skills – both written and verbal and demonstrated ability to communicate clearly with customers</li> <li>• Demonstrated ability to develop customised solutions that take into account the unique needs of customers.</li> <li>• Physically fit.</li> </ul>
<b>Organisational Competencies:</b>	<ul style="list-style-type: none"> <li>• <b>Customer Service</b> – Treats all customers courteously; is responsive to customer requests and elicits feedback from them to monitor their satisfaction; considers both the short and long-term interests of the customer in making service decisions; proactively identifies customer needs and takes responsibility for resolving customer complaints in a timely manner.</li> <li>• <b>Learning Agility</b> - Demonstrates a personal learning orientation; seeks and constructively uses feedback to build on strengths and manage weaknesses; is curious and shares learning, and in doing so creates an expectation in others to seek and learn from experiences.</li> <li>• <b>Building Collaborative Relationships</b> - Exhibits an ability to cooperate and collaborate with colleagues across Bluesky to achieve shared goals; develops and maintains a range of internal and external networks to meet organisational objectives; looks for opportunities to support colleagues.</li> <li>• <b>Self Management</b> - Sets personal goals in line with business unit plans; takes responsibility for prioritising own work; looks for opportunities to improve performance; is passionate about achieving results.</li> </ul>



	<ul style="list-style-type: none"> <li>• <b>Continuous Improvement</b> – Looks for opportunities to apply continuous improvement practices / principles in their work area; responds to suggestions from others; applies new learning so as to improve individual and team performance.</li> </ul>
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## Compliance

<b>Business Compliance:</b>	<p>Ensure a sound understanding and:</p> <ul style="list-style-type: none"> <li>• demonstrate commitment to and comply with all legislation and Bluesky policy relevant to the role and all activities undertaken in the role</li> <li>• ethical performance in an effort to maintain a high standard of conduct expected and deserved by our customers and to enable the Company to continue to offer its services and comply with our Bluesky Code of Ethics and Conduct.</li> </ul>
<b>Health and Safety:</b>	<ul style="list-style-type: none"> <li>• Undertake all work in a safe manner and follow all company and workplace health and safety procedures</li> <li>• Identify new hazards and advise manager or workplace Health and Safety representative/coordinator within 24 hours of identification</li> <li>• Accurately report incidents and accidents to manager or workplace Health and Safety representative/coordinator as soon as possible.</li> </ul>

## Vision, Values, Purpose & Our Way

Our Vision	Our Purpose	Our Values	The Bluesky Way
To be the most recognised and preferred company for connecting our Pacific communities around the world.	We apply technology and service excellence to advance and improve the lives of our customers	<ul style="list-style-type: none"> <li>• Customer first</li> <li>• Team work</li> <li>• Integrity</li> <li>• Passion</li> <li>• Positive attitude and smile!</li> </ul>	<p>We take ownership and always do our best for customers.</p> <p>We respect and support each other.</p>