



## **EMPLOYMENT OPPORTUNITY**

### **A. INTRODUCTION AND BACKGROUND**

The Malawi Communications Regulatory Authority (MACRA) is a statutory body established under the Communications Act (Cap. 68:01 of the Laws of Malawi) to regulate the provision of services in the communications sector of Malawi, comprising telecommunications, posts and broadcasting.

Under the Communications Act, MACRA is mandated to regulate and monitor the provision of communications services and ensure that, as far as it is practicable, reliable and affordable communications services are provided throughout Malawi and are sufficient to meet the demand for such services in accordance with the principles of transparency, certainty, market orientation, efficiency, and consumer satisfaction. The Vision of MACRA is to be a world class regulator ensuring universal access to ICT services.

In order to fulfil its mandate effectively and efficiently with strategic leadership and management, excellent and rare opportunities have arisen to engage qualified persons of Malawian origin, to fill Various positions tenable at its MACRA Head Office in Blantyre.

The cited positions are highly demanding that require persons who have demonstrable capacity to initiate innovations geared at making MACRA a rejuvenated, vibrant and competitive Authority. The following are the details of the vacant positions:

#### **1. DEPUTY DIRECTOR - IT SERVICES (Grade MA 3)**

##### **Key Duties and responsibility**

- a) Defining and seeking approval for the level of IT resources required to meet MACRA goals and priorities and schedules major projects.
- b) Designing, developing and implementing IT systems for the Authority.
- c) Facilitating and promoting public private partnership (PPP) in IT projects.

- d) Ensuring that the organization's electronic data is secure and records are regularly maintained.
- e) Ensuring that IT equipment, website and email systems are purchased and used by the Authority.
- f) Developing and communicating a performance measurement and monitoring framework for IT services.

**Required qualifications and experience.**

1. Must have a Bachelor's degree and Master's Degree in Computer Science or Information Technology.
  2. Five (5) year experience in an IT related field of which three (3) are at a managerial level.
  3. Working knowledge of computer programming, networking and software development.
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**2) HEAD OF HUMAN RESOURCE AND ADMINISTRATION (Grade MA 3)**

**Key Duties and responsibilities**

- a) Independently carrying out a portfolio of responsibilities under the department's purview, such as managing committees.
- b) Providing expert guidance and leadership on HR and Administration to management and staff.
- c) Ensuring availability of conducive office space and work-related tools to all members of staff.
- d) Ensuring that the required quality and quantity of human resources are available to meet the short and long term needs of the Authority.
- e) Liaising and consulting with the Departmental Heads to establish department structural changes required within the financial constraints of the Authority.
- f) Identifying training needs of the staff for all directorates and prepare the necessary programs for on the job or formalized training.
- g) Ensuring that all personnel and training policies and procedures approved by the Board are implemented at all levels of the organization.
- h) Establishing performance targets and identifying skills gap and potential for training and development for all departments.
- i) Ensuring up-to-date organization charts, conditions of service, policies and maintenance of Human Resources Inventory.
- j) Implementing and monitoring support services, including procurement of supplies and services, transport and provision of local utilities and service requirements.

**Required qualification and experiences**

1. Must have a Bachelor's degree in Human Resource Management or Public Administration.
  2. Master's Degree in Human Resource Management or Public Administration (majoring in HRM)
  3. More than five (5) years experience in Human Resource and Administration of which three (3) are at Managerial level.
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### **3). HUMAN RESOURCES MANAGER (Grade MA 4)**

#### **Key Duties and Responsibilities**

- a) Ensuring that the required quality and quantity of human resources are available to meet the short- and long-term needs of the Authority.
- b) Processing the payroll for both Senior and Junior staff.
- c) Identifying training needs of the staff for all departments and preparing necessary programmes for on the job or formalized training.
- d) Ensuring that all personnel and training policies and procedures approved by the Board are implemented at all levels of the organization.
- e) Establishing clear performance targets and identification of skills gap and potential for training and development for all departments.
- f) Making Human Resources activity year-plans.
- g) Monitoring the recruitment of staff against the approved human resources plan and budget.
- h) Ensuring of maintenance of an up-to-date Human Resources Inventory.
- i) Reviewing the optimum utilization of personnel and making suggestion for improvements in allocation and use of human resources.
- j) Establishing and supervising a regular system of Staff Performance Appraisal for devising career development programmes by ensuring an open appraisal system.
- k) Providing guidance and advice to Management on employment law, HR policies and procedures and environmental compliance to local and corporate standards.
- l) Managing Staff welfare (pension, medical, leave and grievance) matters.

#### **Required qualification and experiences**

1. Must have a Bachelor's degree in Human Resource Management or Public Administration;
  2. Master's Degree in Human Resource Management or Public Administration (majoring in HRM) will be added advantage;
  3. More than five (5) years experience in Human Resource and Administration.
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#### **4) ADMINISTRATION MANAGER (Grade MA 4)**

##### **Key Duties and Responsibilities**

- a) General management of all physical assets belonging to the Authority.
- b) Managing general insurance portfolio for the Authority.
- c) Coordinating activities by scheduling work assignments setting priorities and directing work of subordinate employees.
- d) Ensuring the availability of necessary work tools to all employees and ensuring that such tools are in good working conditions.
- e) Developing budget recommendation for operating expenditure and capital outlay in relation to the needs of the Authority.
- f) Coordinating equipment inventory records for main MACRA offices and all satellite projects sites run by MACRA.
- g) Implementing and monitoring support services, including procurement of supplies and services; transport, and management of utilities and service requirements.
- h) Working with management and others to develop and implement operating policies and procedures.

##### **Required qualification and experiences**

1. Must have a Bachelor's degree in Business Administration or Public Administration;
  2. Master's Degree in Business Administration or Public Administration will be an added advantage;
  3. More than five (5) years experience in Administration.
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#### **5. CONSUMER AFFAIRS MANAGER (Grade MA 4)**

##### **Key Duties and Responsibilities**

- a) Receiving complaints from all ICT consumers in the country.
- b) Working with Communications department in creating corporate policies as they pertain to consumers rights issues.
- c) Carry out sensitization campaigns for consumers for all major ICT development which MACRA would like to introduce which may affect the consumers.

- d) Review all promotion and campaigns made by operators to ensure that consumers are not negatively affected through misleading information.
- e) Keep up to date with market trends and new developments within the ICT sector in relation to consumer rights issues.
- f) Participate in drafting of various licences and regulations and ensuring that consumer protection issues are crafted in.
- g) Prepare periodic reports on consumer complaints statistics.

### **Required qualification and experiences**

1. Must have a Bachelor's degree in Business Administration, Economics, Law or any related field.
  2. A master's degree in the fields mentioned will be an added advantage.
  3. Five (5) years' work experience in customer care services of which three (3) are at managerial level.
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## **6. CERT MANAGER (Grade MA 4)**

### **Key Duties and Responsibilities**

The key duties and responsibilities of the CERT Manager for shall include:

- a) Manage incident response processes;
- b) Oversee and direct the response team's actions as well as act on the given incident;
- c) Ensure that specific information is communicated to management in a timely fashion;
- d) Select and train incident response team members and officers;
- e) Collaborate with sectoral CERTs;
- f) Measure the readiness of members of Critical infrastructure in their ability to effectively detect and respond to incidents;
- g) Establish and measure the CERT against key performance indicators striving to become a centre of excellence within the Cyber security space.

### **Required qualifications and experience**

1. Must have a Bachelor's degree in Computer Science or Information Technology.
2. A Master's degree in Computer Science or Information Technology will be an added advantage.

3. Five (5) years' experience in IT related field of which three (3) are at managerial level.
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## **7. ICT DEVELOPMENT MANAGER (Grade MA 4)**

### **Key Duties and Responsibilities**

- a) Take lead in development of programs and projects aimed at advancing ICT uptake in Malawi;
- b) Promote public private initiatives to invest in ICT sector in Malawi;
- c) Ensure implementation of various policies aimed at advancing ICT availability and affordability in Malawi like ICT policy, broadband strategy and Digital Economy Strategy;
- d) Working with the Universal Service Fund and the MACRA project manager to ensure that projects in the sector are well coordinate and add value to the ICT eco-system in Malawi;
- f) Working with various learning institutions and other key stakeholders in Malawi to ensure the promotion of research and innovations;
- g) Be in charge of the Research and Innovation fund within MACRA to promote research issues in Malawi.
- h) Facilitate development and management of Public Key Infrastructure (PKI) in the country
- i) Coordinate the management of Malawi country code top level domain (ccTLD(.mw)).

### **Required qualifications and experience**

1. Must have a Bachelor's degree in Information Technology, Computer Science, Telecommunications or any relevant field.
  2. Possession of a Master's degree will be an added advantage.
  3. Five (5) years' experience in IT related field of which three (3) are at managerial level.
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## **8. LICENCE MANAGER (Grade MA 4)**

- a) Oversee and manage licensing processes and procedures;
- b) Develop and oversee procedures and processes to improve licensing;

- c) Provide advice, information and guidance on licensing matters and related areas to licensees, public and relevant stakeholders;
- d) Drafting and review of communications Licences;
- e) Assist in any related license negotiations;
- f) Periodically facilitate assessment of communications licenses;
- g) Periodically facilitate the review of licensing procedures and processes;
- h) Coordinate the processing of license applications to ensure compliance with licensing requirements for the license evaluation team;
- i) Assist in the preparation of licensing reports;
- k) Manage operation and maintenance of licensing database and register;
- l) Any other duties incidental to licensing or the legal department as assigned by the Director of Legal services from time to time.

### **Required qualification and experiences**

1. Must have a Bachelor's degree in Law.
  2. Master's Degree in Law ICT or any related field will be an added advantage.
  3. More than five (5) years' experience in licensing or similar field, three (3) of which at Managerial level.
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## **9. POSTAL REGULATIONS OFFICER (Grade MA 6) – LILONGWE**

### **Key Duties and Responsibilities**

- a) Inspect courier operators' premises and services to determine compliance with licence terms and conditions;
- b) Undertake inspection of premises and facilities of prospective operators for licensing purposes;
- c) Develop programmes for monitoring of postal services with a view to ensuring adherence to license conditions;
- d) Carry out inspections to identify illegal operators;
- e) Maintain liaison with licensed operators to understand their problems and recommend possible solutions;
- f) Investigate cases of illegal operators.

### **Required qualification and experiences**

1. Must have a Diploma in Business Administration and any relevant qualification.

2. Holding of a Bachelor's Degree in Business Administration, Law, Economics or any relevant field will be an added advantage.
  3. More than three years working in postal or courier service.
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## **10. SENIOR EXECUTIVE OFFICER (Grade MA 5)**

### **Key Duties and Responsibilities**

- a) Runs the office in the absence of the Director, record management, filing, photocopying and ensuring security of both general and confidential information;
- b) Responds to general and confidential correspondence, documents, reports using a range of IT programmes;
- c) Makes travel and accommodation arrangements and maintaining and following up appointments;
- d) Organizes Board meetings, workshops and seminars for the department or organization;
- e) Receives, screens, directs and responds to telephone calls and callers and handles electronic and general mail;
- f) Organizes workshops and meetings and takes minutes at departmental meetings;
- g) Deals with administration issues and supervision of cleaning of the Director's office.

### **Required qualification and experiences**

1. Must have a professional qualification in secretarial studies.
  2. Bachelor's Degree Business Administration will be an advantage.
  3. At least three years experience in a business office setting.
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## **11. REVENUE ASSURANCE OFFICER (Grade MA 6)**

### **Key Duties and Responsibilities**

- a) Ensure that revenue computation for MACRA is done accurately and in accordance with relevant licences;



- b) Review the revenue generated against all the licences issued by MACRA;
- c) Work closely with all technical directorates and finance department to ensure that all licensed operators are appropriately billed;
- d) Works actively with internal and external auditors on revenue accounting;
- e) Review and assess any aspect of revenue leakage within MACRA and devise remedial actions;
- f) Communicates and train staff on technical accounting developments;
- g) Effectively manage key relationships with ICT operators by being point of contact for Revenue Recognition queries.

**Required qualification and experiences**

1. Must have a Diploma in Finance or Accounting.
  2. Bachelors Degree in Finance or Accounting will be an added advantage.
  3. Must be registered with Malawi Accountants Board (MAB).
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**12. ECONOMIC REGULATIONS OFFICER (Grade MA 6) (2 positions)**

**Key Duties and Responsibilities (amended)**

- a) Analyzing tariff proposals, fees and other charges for communications services;
- b) Assist in carrying out industry and market performance reviews and analyses;
- c) Assist in conducting economic and financial analysis of business plans submitted by operators or potential operators to the Authority for approval;
- d) Assist in collecting, processing, analysing and organizing data about ICT and postal markets, products, services and operators;
- e) Assist in managing and maintaining database for all market related ICT indicators;
- f) Assist in conducting ICT sector related surveys and compiling ITU data and statistics including development of ICT Development Index (IDI) and other indices;
- g) Undertake monitoring of Authority's strategic plan, annual workplans, programs and projects as well evaluation of same; and

h) Undertake any other duties assigned from time to time.

### **Required qualification and experiences**

- 1) Must have a Bachelor's degree in any discipline of Economics.
  - 2) At least 2 years' experience in economic analysis and data management.
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## **13. ACCOUNTING REGULATORY OFFICER (Grade M6)**

### **Key Duties and Responsibilities**

- a) Obtaining financial statements from operators and providing analysis on financial performance in the sector;
- b) Ensure that all licences have prepared audited accounts;
- c) Analyze financial statements from operators and ensure that they comply with relevant accounting standards;
- d) Ensure that operators with two or more licences are applying accounting separation rules;
- e) Assist in financial training for those operators who fails to prepare proper financial statements;
- f) Work with Economics department to produce trend analysis of the performance of various sectors regulated by MACRA.

### **Required qualification and experiences**

1. Must have a Diploma in Finance or Accounting.
  2. Bachelors' Degree in Finance or Accounting will be an added advantage
  3. Must be registered with Malawi Accountants Board (MAB).
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## **14. SPECTRUM PLANNING OFFICER (Grade M6)**

### **Key Duties and Responsibilities**

- a) Undertakes initial technical analysis for operators regarding spectrum planning, allocation, and assignment;
- b) Participates in cross-border coordination on spectrum usage and frequency assignments;
- c) Allocates frequency for different spectrum services;

- d) Processes radio licenses for all spectrum licensees;
- e) Participates in resolving interference problems among operators;
- f) Updates the established national frequency band plan;
- g) Undertakes initial technical analysis for operators regarding spectrum planning, allocation, and assignment;
- h) Allocates frequency for different spectrum services;
- i) Processes radio licenses for all spectrum licensees

### **Required qualification and experiences**

1. Must have Diploma in Telecommunications, Electrical engineering
  2. Bachelor's Degree in Telecommunications, Electrical Engineering will be an added advantage;
  3. Three years' experience working in telecommunications sector.
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## **15. SPECTRUM MONITORING OFFICER (Grade M6)**

### **Key Duties and Responsibilities**

- a) Undertakes daily monitoring of frequencies to determine utilization in relation to prescribed license conditions;
- b) Captures data on all equipment on technical specifications for existing and new spectrum licensees;
- c) Provides technical assistance to all spectrum users and solutions to all frequency interference problems;
- d) Prepares spectrum utilization reports based on operators' technical audit;
- e) Maintains the Frequency Management and Monitoring (FMM) equipment with all its associated remote stations;
- f) Prepares reports on operators of FMM equipment.

### **Required qualification and experiences**

1. Must have a Diploma in Telecommunications, Electrical engineering.
  2. Bachelor's Degree in Telecommunications, Electrical Engineering will be an added advantage.
  3. Three years' experience working in telecommunications sector.
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## **16. IT OFFICER (Grade M6)**

## **Key Duties and Responsibilities**

- a) Analyses, designs and implements ICT systems;
- b) Evaluates and tests new and existing systems;
- c) Creates, formats and maintains network documentation;
- d) Participates in resolving problems relating to poor performance or system failure occurring in the operation of hardware and software;
- e) Provides input in procurement of hardware and software;
- f) Maintains and organizes disaster preparedness for systems and critical data related to database and mapping solutions;
- g) Provides ICT technical support to users;
- h) Participates in the development of the Authority's ICT policy.

## **Required qualification and experiences**

1. Must possess a Diploma in Computer Science or Information Technology.
  2. Bachelor's degree in Computer studies or information Technology will be an added advantage.
  3. Three (3) years' experience in IT related field.
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## **17. QUALITY ASSURANCE OFFICER (Grade M6) (2 Positions)**

### **Key Duties and Responsibilities**

- a) Carry out technical audits (e.g. quality of service drive tests) for all telecommunication service operators and prepare reports;
- b) Monitor network performance of all ICT service providers in accordance with the agreed quality of service targets for network Key Performance Indicators and take necessary action;
- c) Work in liaison with all engineers from ICT service providers to ensure that network performance measurements are carried out;
- d) Keep an updated log of all quality-of-service issues;
- e) Carry out ICT equipment type approvals;
- f) Carry out other duties as may be assigned from time to time;
- g) Need good working Knowledge of SS7 signaling (CAP,INAP, MAP, ISUP,SIGTRAN).

### **Required qualification and experiences**

1. Must have a Diploma in Telecommunications or its equivalent.
  2. Bachelor's Degree in Telecommunications, Electrical Engineering, or any relevant field will be an added advantage.
  3. Must have at least 3 years' experience in network audit exercises and Key Performance Indicators measurements and interpretation.
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## **18. INCIDENT RESPONSE OFFICERS (Grade M6) (2 Positions)**

### **Key Duties and Responsibilities**

- a) Reports to CERT Manager;
- b) To plan, execute, assess and monitor all tasks assigned under MWCERT;
- c) To operate the MWCERT helpdesk and raise tickets for all confirmed probable incidents;
- d) To conduct risk assessments and security analysis on the reported incidents;
- e) To respond and provide support to the MWCERT constituents;
- f) To produce periodic or ad-hoc reports of high quality for every incident, security threats and vulnerabilities;
- g) To develop training modules and technical documentation;
- h) To conduct knowledge sharing sessions for other technical personnel on lessons learned or new findings;
- i) To be aware and comply with all MWCERT policies, procedures and guidelines;
- j) Performs digital forensics and ensures that Digital evidence is stored in a safe and secure manner;
- k) Understand tools that identify zero-day cyber threats and work to protect from them;
- l) Participate in research and development of malware protection tools.

### **Required qualification and experiences**

1. Diploma in Computer Sciences / ICT, Computer Security or any relevant area.
  2. Bachelor's degree in Computer Science/ICT/, Computer Security or any relevant area will be an added advantage.
  3. Professional certification in any related field such as GCIA/GCFA/ CEH / Security+/ PenTest+ is an added advantage.
  4. Possess at least three (3) years of working experience in relevant field.
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## **19. ASSISTANT ACCOUNTANT (Grade MA6) (2 Positions)**

## **Key Duties and Responsibilities**

- a) Processes debtors/creditors invoices and reconciliation;
- b) Receives and undertaking prompt banking;
- c) Disburses, analysing and posting of Petty cash;
- d) Issues fuel and reconciling of fuel account weekly;
- g) Record of financial transactions into MACRA's accounting system;
- h) Preparation of bank reconciliation statement;
- i) Analysis of expenditure for specific directorates;
- j) Preparation of journals to correct errors in the system;
- k) Preparation of receivable and payable reconciliations;
- l) Tax computations and remittances in relation to payments made by MACRA;
- m) Assist in the preparation of monthly management accounts.

## **Required qualification and experiences**

1. Diploma in Finance or Accounting.
  2. Bachelors' Degree in Finance or Accounting will be an added advantage.
  3. Must be registered with Malawi Accountants Board (MAB).
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## **20. INTERNAL AUDIT OFFICER (Grade MA6)**

### **Key Duties and Responsibilities**

- a) Assist in audit planning and engagement of clients;
- b) Collects relevant data and documentation related to specific audit assignment;
- c) Calculates, computing and verifying data to assist in forming audit opinion;
- c) Compiles audit reports;
- d) Receives and inspects reports and invoices;
- e) Participates in organizing and maintaining audit working papers.

### **Required qualification and experiences**

1. Diploma in Finance or Accounting.

2. Bachelors' Degree in Finance or Accounting will be an added advantage
  3. Must be registered with Malawi Accountants Board (MAB).
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## **21. CASHIER (Grade MA7)**

### **Key Duties and Responsibilities**

- a) Receipts of cash from operators and banking;
- b) Participate in debt collection exercise;
- c) Manages Petty cash float;
- d) Preparation of payment vouchers and processing of electronic funds transfers;
- d) Recording transactions in MACRA's accounting system;
- e) Maintenance of fuel float.

### **Required qualification and experiences**

1. Diploma in Finance or Accounting.
  2. Bachelors' Degree in Finance or Accounting will be an added advantage
  3. Must be registered with Malawi Accountants Board (MAB).
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## **22. DRIVER (Grade MA9) (2 Positions)**

### **Key Duties and Responsibilities**

- a) Drives vehicles services of the Authority;
- b) Delivers Mail to stakeholders;
- c) Produces reports on vehicle performance and major incidents – i.e. service dates, accidents and any significant performance indicators;
- d) Records trips made in the log book;
- e) Makes sure that the vehicle is clean and in good condition.

### **Required qualification and experiences**

1. Possession of Malawi School Certificate of Education.
2. Possession of driving license.
3. Three years' experience driving in a reputable institution.

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## **23. OFFICE ASSISTANT (Grade MA9)**

### **Key Duties and Responsibilities**

- a) Distributes mail and other important documents to all offices within and outside MACRA;
- b) Photocopying of various documents;
- c) Prepares and serving refreshments to members of staff and guests;
- d) Stands in for receptionist at the switchboard;
- e) Cleans offices, windows, kitchens and toilets and corridors;
- f) Supplies toilets and kitchens with necessary consumables.

### **Required qualification and experiences**

- 1. Possession of Malawi School Certificate of Education.
- 2. Three years' experience in a reputable institution.

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## **B. TERMS AND CONDITIONS OF SERVICE**

MACRA shall offer an attractive employee benefits package to successful candidates in accordance with its emolument structure commensurate with qualifications and experience, which includes salary, medical insurance, and membership to a contributory medical scheme.

## **C. METHOD OF APPLICATION**

Applications including a covering letter explaining your suitability for the position, a detailed Curriculum Vitae (CV) giving full details of qualifications and experience, certified copies of relevant certificates, and names and addresses of three traceable referees, one of which must be from the most recent employer should be sent to the following address not later than **28th January 2022**.

**The Director General**  
Malawi Communications Regulatory Authority  
Private Bag 261,  
**BLANTYRE**

**E-mail: [recruitments@macra.mw](mailto:recruitments@macra.mw)**



[Recruitment@macra.mw](mailto:Recruitment@macra.mw)  
[jobs@macra.mw](mailto:jobs@macra.mw)

Only short-listed candidates will be acknowledged.