



Job Description: Technical Case Officer

The Jersey Competition Regulatory Authority known as the JCRA (The Authority) is responsible for the administration and enforcement of competition law in Jersey, together with the economic regulation of the telecom, ports, and postal sectors. This is to ensure these sectors work in the best interests of consumers, through effective competition where appropriate: and regulation where competition is not sufficient to adequately protect consumers interests,

Because of our size, roles are varied, and flexibility is required as employees are required to work across a number of different areas and teams. We recruit like-minded people who work and learn together to deliver high impact, quality outcomes for the people of Jersey.

Jersey has high-value micro-economies, and decisions made by the Authority can have material local economic impact. The Authority's activities and decisions are also highly visible and widely reported in the media. Details of the Authority's recent activities can be found at the JCRA website: www.jcra.je

The Authority's duties involve working with companies operating advanced and complex technical systems, applications and processes. It is our remit to monitor and regulate network and service reliability and security.

Our roles and responsibilities include Ports, Post and Telecoms regulation and upholding the competition law.

Job Title	Technical Case Officer
Contract Type	Permanent, full-time. The Authority does accommodate flexible working where possible. 30 days holiday, plus public holidays.
Reports to	The Technical Case Officer will report to Senior Case Officers on a daily basis.
Location	2nd Floor Salisbury House, 1 - 9 Union Street, St Helier, Jersey, JE2 3RF

Job Description

Job Purpose

Day to day reporting will be to the Authority's [Senior Case Officers](#), the Technical Case Officer is responsible for undertaking the Authority's work within the competition law and regulated sectors in Jersey. Supported by the CEO and Senior Case Officers and colleagues, the role

involves leading projects and supporting Senior Case Officers and other members of the team, as appropriate.

The work brings Authority in contact with many stakeholders and its impact is quickly apparent.

As the Technical Case Officer within the small organisation, the breadth of responsibilities is greater than for regulators in larger jurisdictions. Projects can require technical, economic, legal and communications skills and the Technical Case Officer will be responsible for supporting the Authority and the teams in delivering projects on time and within budget.

Main Responsibilities

1. To lead technical regulation and compliance work
2. Provide technical advice to other members of the team or external stakeholders
3. Develop and maintain a high level of knowledge regarding telecoms technical infrastructure, security, and telecoms best practice
4. Maintain a high level of general IT infrastructure knowledge
5. Develop a thorough understanding of existing and new laws and regulation
6. Develop strong relationships with key stakeholders locally and nationally
7. Support the Senior Case Officers and/or lead with specific work or cases
8. Collect data and lead or support with investigations, audits or reviews where there are possible licence condition contraventions
9. Support or lead liaison with the appropriate government departments in areas of legislation or policy development, providing support in accordance with agreed project deadlines.
10. Lead or support with any public consultations

Cases, Requests and Responses

1. Support or lead and deliver, on time and to a high quality, all specific case work on the Authority's telecoms security or other regulatory projects.
2. Develop a clear understanding of the diverse nature and subject matter of these different projects and drive all aspects of best practice regulation for the benefit of Jersey. The work could include, for example:
 - Support or lead telecoms security or other technical investigations
 - Drafting of terms of reference for project work
 - Support or lead specific cases
 - Undertake initial technical analysis
 - Address telecoms technical or security complaints
 - Address regulation complaints; public, licensees
 - Drafting guidelines
 - Drafting of agreements with consultants or government departments
 - Working with other regulatory bodies, such as, Ofcom, CERT, JOIC
3. Support or lead and prepare consultations, publications, including board papers, and regulatory decision notices. This will involve gaining a firm understanding of the legal and regulatory obligations of the Authority and being sensitive to the political environment within which the Authority operates.
4. You will be expected to be flexible and undertake/participate or lead other related case work.

Stakeholder Management

1. Present written work and presentations in a non-technical manner to help everyone understand the impact of the case work that is undertaken in this role. Act as a point of contact for specific case work for key stakeholders, including members of the public. Communicate effectively with high levels of direct stakeholder contact.
2. Where required, act as a first point of contact with various government departments
3. Contribute towards raising the profile of the organisation by undertaking the necessary training and developing own contacts within Jersey, Channel Island and national organisations.

Candidate Specification

Requirements

We are looking for an individual who has experience in disciplines such as telecoms infrastructure or security, IT or other relevant technical industries. It would be desirable for the individual to have relevant technical qualifications or the ability to achieve high technical knowledge and standards.

- Minimum 5 years experience in a senior technical environment
- IT, engineering or cybersecurity background would be desirable
- A wide variety of experience with technical applications and designs
- Proven experience managing external technical advisors
- Previous technical security responsibilities would be desirable
- Previous regulatory or technical compliance experience is desirable
- Ability to learn new highly technical designs, practices and environments
- Knowledge of systems and applications that can be used in project management is desirable
- Strong analytical skills to apply complex technical regulations to a variety of circumstances is desirable
- Proven ability to work in a team
- Experience of running investigations or enquiries into issues or complaints and following this through to resolution is advantageous

Attributes

- A hands-on, can-do attitude.
- The ability to work under own initiative as well as within and alongside the rest of the team.
- The ability to manage workload autonomously and take ownership of a varied caseload, making considered decisions independently or escalating to the manager when appropriate.
- A high level of self-motivation and commitment.
- Strong planning and time management skills.

- Credible and professional communication with a range of stakeholders.
- The ability to balance competing priorities.
- The desire to continue personal development and identify areas for personal improvement and skill gaps.
- A high standard of integrity, impartiality, transparency and objectivity.

If this role interests you, or you would like further information about the role, the Company, or what the Authority can offer you, please email Karen Lysiak at karen@hrnow.je and send your CV to apply for this role. **The closing date for applications is 24 February 2023.**

Background

The JCRA was established under the Competition Regulatory Authority (Jersey) Law, 2001, the telecoms and postal sectors are regulated by the Authority, which is also responsible for administering and enforcing the Competition (Jersey) Law 2005.

What can the Authority offer?

Peers	Working with talented, supportive and engaging members of the team
Flexible working	Working in a friendly office environment or from home where required
Training	Competition and or economic post graduate support
Board	Ability to present to and engage with Authority members formally and socially
IT	The latest IT equipment and software packages
Variety	Working across various business sectors in Jersey; Competition Law and Ports, Post and Telecoms regulation
Profile	The opportunity of raising the personal profile of the successful candidate across a wide range of businesses and within the Government of Jersey
Social	The opportunity to support the community or charitable organisations
Making a difference	Using your professional skills to support Jersey consumers
National	The opportunity of working with Ofcom, CMA and other international bodies
Reward	Benchmarked basic pay, 30 days holiday plus public holiday, private health care, pension, wellbeing package, etc.

The Authority's core values:

Trusted and Independent

We engender trust by making clear and proportionate decisions, being open and transparent and working for the public interest.

Collaborative and Considerate

We listen and engage with all stakeholders

Diverse and Inclusive

We promote diversity and equality inside and outside of our organisation by treating everybody with respect and dignity.

Proactive and Evidence Based

We seek to have maximum impact by holding a proactive, independent, non-judgemental and inclusive outlook.

Determined

We balance the use of soft and hard powers, are resolute in our decision making, while being innovative in our approach.