

Job Description

Position Title: Principal Digital Transformation Officer
Location: TATTE Building, Floor 6 - Sogi
Position Code: CT002764
Division/Section: Digital Transformation & Innovation Division
Salary grade: A17/L17 61,560/68,695

Ministry Overview

The Ministry of Communications and Information Technology facilitates, leads, and implements the Government of Samoa's vision for Communications and Information Technology development. The Ministry's vision is 'a future-ready Samoa where resilient digital infrastructure, a vibrant digital economy, efficient digital government, strong governance and empowered citizens with digital skills drive inclusive growth, trust, security and sustainable development' (NICT Policy 2025/26 – 2030/31).

Purpose of Position

To provide technical leadership, coordination and support for digital transformation initiatives, enabling the successful adoption of digital technologies and processes that improve government service delivery, operational effectiveness, and stakeholder experience.

Key Relationships

Responsible to: ACEO Computer Emergency Response, Telecommunication, Digital Transformation and Innovation

Responsible for: 1 Permanent Staff

Functional Relationships:

Internal:

- All Divisions for the Ministry of Communications and Information Technology

External:

- All Government Ministries
- Samoa Information Technology Association
- Sector Partners
- Technical Working Group
- Internet Service Providers
- Development Partners
- Local ICT Suppliers

Key Responsibilities

Key Responsibility 1: Drive digital adoption, inclusion and citizen-centric digital service delivery

- Drive initiatives that promote the uptake and effective use of digital services across government, businesses, and communities.
- Ensure digital services are designed to be accessible, inclusive, and responsive to user needs.
- Identify and address barriers to digital participation, particularly for underserved and remote communities.
- Engage with citizens, businesses, academia, civil society, and other stakeholders to ensure digital services are user-centred and aligned with national priorities
- Foster public trust and confidence in digital technologies and services.

Key Responsibility 2: Strengthen digital capability and workforce readiness

- Develop and support programmes that enhance digital literacy and digital skills within government and the wider community.
- Support the development of workforce capabilities within the public service required to meet current and future digital demands.
- Provide guidance, mentoring, and technical support to team members and stakeholders.
- Promote a culture of innovation, continuous learning, and digital excellence.

Key Responsibility 3: Advance the implementation of digital transformation initiatives

- Support the implementation of the *One Government Portal*, providing citizens and businesses with a seamless, accessible, and integrated one-stop-shop for government information and services.
- Coordinate national initiatives such as *'Digital Week'* to promote engagement, awareness and innovation
- Support the implementation and adoption of Digital Public Infrastructure (DPI) initiatives, including digital identity, data sharing, digital payments, and citizen engagement platforms, to enhance government efficiency, interoperability, transparency, accountability and service delivery.

Key Responsibility 4: Promote innovation and continuous improvement

- Identify opportunities to leverage emerging technologies and digital solutions to secure and improve government services and operations.
- Encourage innovation and the adoption of best practices across government.
- Contribute to the development of future-focused digital policies, programmes, and initiatives.

Key Responsibility 5: Contribute to digital governance and policy implementation

- Support the implementation of digital transformation, cybersecurity, trust and safety policies, strategies, frameworks, and standards to promote secure, reliable, and responsible digital services.

- Support compliance monitoring and the collection of relevant performance and governance information.
- Maintain accurate documentation, records, and reporting for digital initiatives across Government
- Provide input to support policy development and decision-making.

Key Responsibility 6: Foster strategic partnerships and stakeholder engagement

- Build and maintain productive relationships with government agencies, development partners, service providers, and industry stakeholders.
- Coordinate stakeholder engagement activities to support the successful delivery of digital transformation initiatives.
- Represent the Ministry in working groups, committees, and consultations relating to digital transformation.
- Facilitate collaboration and knowledge-sharing across sectors and agencies.

Key Responsibility 7: Monitor programme performance and reporting

- Monitor key performance indicators for digital transformation and cybersecurity initiatives.
- Prepare high-quality reports, briefings, and presentations for senior management and stakeholders.
- Support evidence-based planning, budgeting, and resource allocation through data and analysis
- Track progress of national digital programmes and provide updates on implementation status.

Core Competencies and Descriptors

Merits	Competencies/ Selection Criteria	
Skills & Abilities	Problem-Solving	• Undertakes relevant research and can apply analytical thinking in assessing the pros and cons of a situation based on documented evidence. • Demonstrates an open-minded attitude when assessing a wide range of issues and impacts within a defined context • Understands the theoretical side of matters and application in practical situations on arising issues where relevant
	Strategic Thinking	• Understands organizational direction and sets work tasks that align with the strategic objectives. • Understands the relationship between self and organizational goals.

Merits	Competencies/ Selection Criteria	
		- Recognize the impact of operational work on the organization's direction. - Considers wide issues when assessing the impacts of issues. - Undertakes objective, critical analysis and draws conclusions or weighs up options based on evidence. - Determined and passionate about meeting operational goals and possesses a positive attitude toward change.
	Building Relationships	- Commits to client service and builds and sustains relationships within the organization and across the public service. - Facilitates cooperation and fosters teamwork through reciprocal sharing of information with key stakeholders. - Capitalizes on diversity and supports interactions from different perspectives to enhance interactions at the divisional level. - Encourages and motivates people to engage in continuous learning and in activities to sustain morale. - Possesses a strong grasp of the key issues and presents a convincing and balanced rationale. - Promotes the purpose of the organization through networking and reciprocal sharing of authorized information with colleagues and the public.
	Achieves & Delivers results	- Explores ways to improve effectiveness by harnessing technology and implementing continuous improvement activities. - Responds flexibly to changing circumstances and deploys resources wisely and identifies optimum resourcing combinations. - Adopts a planned approach to the management of programs and defines high-level objectives and supports translation into implementation strategies.

Merits	Competencies/ Selection Criteria	
		- Supports a culture of achievement and ensures planned projects/targets are monitored to achieve expected outputs. - Strives for quality and ensures compliance with regulatory requirements.
	Communication & Presentation skills	- Proficient in both English and Samoan, with strong written and verbal communication skills (Essential) - Corresponds, conveys and reports in sequential order information and work-related matters to minimize misinterpretation. - Possesses a strong understanding of key issues and uses effective delivery tactics for a convincing and balanced rationale.
	Leadership	- Shows ability to lead and manage planned targets with a commitment to achieving same. - Shows confidence and willingness to lead targets. - Shows sound analytical and innovative skills and commitment to carrying out duties.
Personal Attributes	Commitment & Personal Drive	- Works effortlessly in any circumstances. - Commits to the work, team, and organization by cooperating in team activities and valuing the input of staff at every level. - Works together to achieve a common purpose. - Pursues work with energy and drive. - Perseveres to achieve goals in the face of resistance and setback. - Consistently meets goals and pushes for results.
	Integrity & Honesty	- Acts with integrity at all times. - Demonstrates precision in assigned work operations and decision making. - Role models professionalism, impartiality, and objectivity in approach to sensitive matters.

Merits	Competencies/ Selection Criteria	
		- Presents authorized information where needed. - Widely trusted and seen as a direct and truthful individual. - Presents truthful information in an appropriate and helpful manner. - Works in a professional manner despite personal preferences. - Guided by the Samoan Public Service Values of honesty, impartiality, service, respect, transparency, accountability, efficiency, and effectiveness.
	Intellect & Judgment	- Applies intellect and knowledge to weigh up complex information and identify critical factors and issues. - Explores options in full and makes sound decisions under pressure. - Handles concepts and complexity comfortably and can communicate and summarize them effectively to others.
Experience & Performance	Knowledge & Experience	- Minimum of five (5) years of relevant experience in ICT, digital transformation and/or related fields (Essential) - Demonstrated experience in leading or supporting digital transformation initiatives, including the implementation of digital technologies, process improvements, and organizational change programs (Essential) - Demonstrated curiosity and openness to adopting new technologies, tools, and industry best practices (Essential) - Strong understanding of the Systems Development Life Cycle (SDLC), IT project management methodologies, IT service management frameworks such as ITIL and the OSI (Open Systems Interconnection) model (Essential)

Merits	Competencies/ Selection Criteria	
		- Demonstrated ability to develop, maintain, and ensure the accuracy of technical, operational, and project documentation. (Essential) - Proficient in the use of email, internet applications, and Microsoft Office, Windows-based applications and digital collaboration tools (Essential) - Experience in stakeholder coordination across Government or multi-agency environments (Essential) - Physically capable of undertaking the duties of the position and adaptable to changing work priorities and operational requirements. (Desirable)
	Past Work Performance	Proven track record of exemplary performance in previous employment through <u>3 declared referees/references</u>.
Qualification	Formal Qualification	Minimum qualification of a Bachelor’s degree in Computer Science, Information Technology, Information Systems, Cybersecurity or related field from a recognized institute. A postgraduate qualification in a related discipline will be highly desirable.