

## **JOB ADVERTISEMENT**

### **BACKGROUND**

Rwanda Utilities Regulatory Authority (RURA) is a multi-sector regulator with the mandate to regulate certain public utilities including Telecommunications, information technology, broadcasting, Postal Services and E-Commerce, Electricity and Renewable Energy, Gas and Downstream Petroleum, Water Supply, Sanitation, Transport of Persons and goods, Nuclear and Radiation Protection and Other public utilities, if deemed necessary.

To fulfill its mission, RURA wishes to recruit competent and skilled staff to fill in the following positions:

#### **1. Chief Internal Auditor (1)**

##### **JOB DETAILS:**

**Title:** Chief Internal Auditor

**Reporting to:** Regulatory Board

**Level:** C

**Qualification:** Masters in Finance, Accounting with ACCA, CPA, CIA and 3 years working experience in the related field

Or

Bachelor's degree in Finance, Accounting with ACCA, CPA, CIA and 5 years working experience in related Field.

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

- Establish and monitor strategic and plans of the internal audit activity, consistent with the organization's goals and based on risk;
- Ensure that the Audit unit is managed to optimize audit coverage with RURA; and such that the audit plans is achieved;
- Communicate the internal audit activity's plans and resource requirements to management of the authority and the audit committee for review and approval;
- Ensure that internal audit resources are appropriate, sufficient, and effectively deployed to achieve the approved plan;

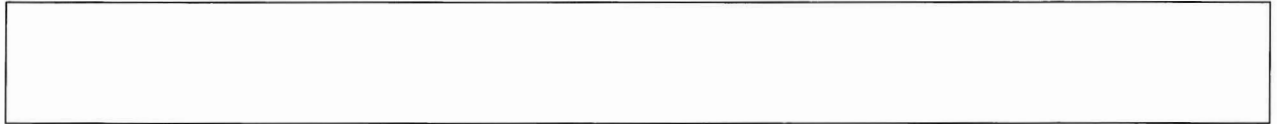


- Establish policies and procedures to guide the internal audit activity, review and update them periodically;
- Coordinate internal audit activities, including special assignments as requested by Management or Regulatory Board, to ensure proper coverage and minimize duplication of efforts;
- Report periodically and when need arises to the Authority's Management and the Audit Committees on the internal audit activity's purpose, authority, responsibility, and performance relative to its plan;
- Coordinate audit exercise on financial management of the Authority
- Audit on Assets of the Authority
- Preparation of long-term audit plans having regard to appropriate measures of risks;

**Required competencies:**

- Up-to-date knowledge of internal audit issues and trends especially risk based internal auditing;
- Knowledge of internal audit standards and best practices
- Knowledge of financial and audit standards, HR & Financial Regulations and Procedures;
- Knowledge of procurement regulations and procedures;
- Knowledge of business and purchasing practices;
- Financial and management accounting;
- Public sector financial management;
- Knowledge of accounting principles and practices and financial data reporting;
- Report writing & presentation skills, Leadership skills;
- Communication skills, Negotiation and influencing skills;
- Planning and organization skills;
- Ability to identify Risks and communicate to management

Knowledge of internal controls



## 2. Senior Manager in charge of Electricity and Renewable Energy Regulation (1)

### JOB DETAILS:

**Title: Senior Manager Electricity and Renewable Energy Regulation**

**Reporting to:** General Manager for Energy, Water and Sanitation

**Level: C**

**Qualification:** Masters in Electrical Power Engineering, Energy Systems, Renewable Energy or any related field with 3 year working experience in the energy sector.

### Key Duties and Responsibilities;

- Develop strategic approach for technical regulation of the Electricity & Renewable energy sub-sectors;
- Coordinate all activities related to technical regulation and provide guidance as required;
- Monitor the electricity sector performance and report on sector development;
- Compile all regulatory reports and propose enforcement measures where necessary;
- Coordinate technical inputs for the review of electricity tariffs
- Develop the Unit's strategic and operational plans and corresponding budgets;
- Coordinate the assessment of applications for licenses, permits and authorisations related to electricity & Renewable;
- Advise RURA Senior Management and stakeholders on electricity and renewable energy policies

and related issues;

- Oversee all the Units' activities and appraise staff performances;
- Organize the Units' annual activities, monitor execution and prepare monthly, quarterly and annual reports;
- Liaise with sector stakeholders in relation to sector planning and development;
- Collaborate with the Rwanda Standards Board and other stakeholders in the establishment of relevant standards pertaining to the Electricity and Renewable Energy sub sectors;
- Ensure compliance and enforcement of regulations and service quality standards, through planning and coordination of field inspections and compliance audits;
- Develop regulations or guidelines pertaining to electricity and renewable energy;
  
- Conduct public consultations with stakeholders and collect their feedback on draft regulations/guidelines relating to Electricity and Renewable Energy sub sectors;
- Develop and implement strategies for an increased awareness and dissemination of information critical to the regulation of Electricity and Renewable Energy;
- Ensure overall supervision of the Unit;

### 3. Fixed and Mobile Networks Officer (1)

#### **JOB DETAILS:**

**Title:**

**Reporting to:** Senior Manage Technical Standards and Quality of Services

**Level:** F

**Qualification:** Bachelor's Degree in Electronics and Telecommunication Engineering, Electronics and Communication Engineering, Electrical and Computer Engineering, Electromechanical Engineering with Minimum 3 Years of working Experience in Telecommunication sector, specifically Radio Access network (2G, 3G and 4G).

**Age:** Maximum 30 Years





**Key Duties and Responsibilities;**

- Conduct regular field tests assignments
- Prepare regular report for QOS
- Manage efficiently and use of existing and planned technical tools, software, hardware and infrastructure;
- Coordinate with Operators on QoS aspects, reporting and analysis
- Coordinate or standardization at the national, regional and global level to establish technical standards related to fixed and mobile network and services in Rwanda;
- Ensure high network performance and QoS monitoring
- Compliance and Standards enforcement
- Perform any other activity that may be assigned by the immediate supervisor

**Required competencies**

- Deep Knowledge and understanding of the telecommunication fundamentals from engineering principles, regulatory and technical aspects
- Understanding of international quality assessment procedures and methods especially ITU, ETSI
- Knowledge of Technical standards and Quality of Services and network service integrity
- Knowledge and experience in Wireless mobile systems (GSM, WCDMA, LTE, WiMAX, etc)
- Knowledge and experience in Fiber installation and architectures
- Knowledge and experience in building Solution - Distributed Antenna System (IBS - DAS) technologies
- Knowledge and experience with Telecom systems vendor's solutions (ERICSSON, HUAWEI, TEMS, NEMO, SWISSQUAL, etc.)
- General Computer, Software, information and communications tools mastery
- Understanding of Mobile and fixed Telecommunication Networks Technologies and architectures
- Basic Technical Project Management, implementation and Planning skills
- Ability to conduct planned and urgent Field surveys and works frequently
- Telecom Systems, Tools and Software configuration, manipulation, modelling, testing and Troubleshooting skills
- Technical writing and documentation skills
- Ability to work in critical conditions and remote locations
- High knowledge and mastery of Data analysis techniques using spreadsheets (MS Excel)
- Any other specialised competencies in Telecommunications Engineering and related is an added-



value

- A person of high integrity

#### 4. Spectrum Monitoring and Compliance Officer (2)

##### **JOB DETAILS:**

**Title:** Spectrum Monitoring and Compliance Officer

**Reporting to:** Senior Manager, Spectrum Administration Regulation

**Level:** F

**Qualification:** Masters in Computer Engineering, Electronic Engineering, Telecommunication, Operational Communication, or Bachelors in Computer Engineering, Electronic Engineering and Telecommunication Engineering.

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

- Problem solving skills to respond to typical challenges encountered in different radio communications monitoring situations.
- Monitor the spectrum frequency usage in the country 24hours/day and 7 days of the week.
- Do Research and analyze signals being propagated in different technologies and report none complying signals with existing regulations. Skills to gather and interpret technical data
- Analyze spectrum frequencies assignments in the country and use the monitoring tools to identify illegal usage.
- Operate and maintain spectrum monitoring system 24hrs/day and 7days/week technical skills to:
- Operate receiving equipment, antenna systems, remote monitoring systems and any electronic workplace equipment
- Operate direction find use HF, VHF, UHF and microwave receiving techniques
- Daily troubleshooting of electronic equipment and circuits.
- Develop regulations governing spectrum management and monitoring in the country.
- Use triangulation techniques
- Do daily research and analysis of the following
- Legislation, codes of practice and other formal agreements that directly impact on monitoring of radio communications signals.
- Specific WHO requirements that impact on monitoring in terms of safety of self and public safety:



RF personal protective equipment, EMR at RF transmission sites, building site induction requirements and environmental conditions.

- Specific monitoring procedures for radio communications and relevant organizational policies and procedures
- Radio communications systems used in the relevant work context.
- Specific issues related to antenna performance: directivity, gain and height.
- Effects of cable attenuation and impedance mismatch
- Modulation methods: Analogue Modulation (AM, FM & PM), Digital Modulation (single carrier modulation and subcarrier modulation), Pulse modulation and spread modulation.
- Different propagation properties of terrain
- Participate in cross-border frequencies coordination on spectrum usage and frequency assignments in order to avoid interferences along the border.
- Do thorough analysis of the applications for type approvals and recommend the way forward

**Required competencies:**

- Develop guidelines and Regulations Governing Radio Communications in Rwanda
- Having background of technical skills in IPRS
- Having experience of 3- 5 years in maintenance of electronic circuits and troubleshooting.
- Undertakes daily monitoring of frequencies to determine utilization and compliance in relation to prescribed license conditions
- Provides technical assistance to all spectrum users and solutions to all frequency interference problems
- Prepares spectrum utilization reports based on operators' technical audit
- Maintains the Frequency Monitoring equipment with all its associated remote stations
- Prepares reports on operations of Frequency monitoring equipment
- Prepares contributions to ITU study groups on matters related to spectrum monitoring
- Prepares and respond to coordination requirements of terrestrial services and satellite services.

**Key Competences:**

- Strong knowledge in analyzing different signals propagation models.
- Strong Knowledge in electronics circuits repair of 5 years with signed recommendation of the institution or company in which the repairs were done.
- Good international negotiation level in terms of frequencies coordination.





- Ability to represent institution on different international fora related to spectrum monitoring

## **5. Numbering Resource Management Officer (1)**

### **JOB DETAILS:**

**Title:** Numbering Resource Management Officer

**Reporting to:** Senior Manager Spectrum Administration

**Level:** F

**Qualification:** Master or Bachelors in Electronics and Telecommunications, Information Systems Management, Electronics and Communication Engineering, Electrical and Computer Engineering and Electromechanical Engineering

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

- Study and appreciate the existing numbering systems available in the country
- Continuously update the National numbering on account of National, Regional & International developments.
- Recommend for assignments all the numbering resources.
- Develop Guidelines for the assignments & administration of numbering.
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- Develop Guidelines for the assignments & administration of numbering
- To coordinate, follow up and disseminate information, recommendations, resolutions from ITU, and best practices from international organizations related to telecom numbering resources issues.
- To ensure genuine SIM card registration
- To ensure successful Cost Benefit Analysis on Mobile Number Portability
- Continuously update the National numbering on account of National, Regional & International developments
- Follow closely ITU-T Study Group studies.
- Develop criteria and Procedures for Resource Reservation and Assignment
- Perform any other activity assigned by your supervisor

### **Required competencies:**

- Demonstrated ability and knowledge in specialized field of ICT/Telecommunications, especially in numbering resources management



- Authorize operation for assigning the number resources
- Ability to interpret and follow recommendations provided by ITU on Number assignments.
- Clear understanding of Rwanda regulatory environment
- Technical skills in ICT Policies and regulations
- Knowledge of technical standards and spectrum administration
- Knowledge of Information Technology (IT) Architecture;
- Demonstrated skills in applying and incorporating new and emerging technologies and trends into proposed solutions
- Explain basic concepts, terminology, and operations of a wide range of telecommunication, and communications media
- Ability to describe the communications protocols used in OT architectures, with their relative pros and cons
- Understanding of Voice over Internet Protocols (VoIPs)
- Demonstrate ability to produce copies of all data or information used in or generated by the organization
- Information resources strategy and planning
- Business Process re-engineering
- Configuration management
- System Testing and Evaluation
- Data analysis techniques, database design and networking
- Web application security and database security
- IT Strategy, design and solutions
- Specialized competencies in ICT/ Telecommunications Engineering and related Communications Technology Services
- Electronics & telecommunication, international quality assessment procedures especially ITU requirements
- Information systems and Network Security
- Computer software skills
- Creativity and ability to challenge the standard thinking with new ideas, new approaches, and new solutions
- Strong knowledge on number portability
- Core and leadership competencies that are essential in the middle management role, and at proficiency level required to this professional position as defined in the Competency Framework of



RURA

- Innovative Knowledge in bringing new ideas on how to manage better numbering resources.

## **6. Spectrum Regulation and Planning Officer (1)**

### **Job Details**

**Job Title:** Spectrum Planning Regulation Officer

**Job Level:** F

Qualification: Master or Bachelors in Telecommunications, Information Systems Management, Electronics and Communication Engineering, Electrical and Computer Engineering, Electromechanical Engineering, MEng Communication and Information Systems or in other relevant field related to public utilities regulation, with 5 years working experience

### **Job Summary**

Reporting to the Senior Manager Spectrum Administration, Spectrum Regulation and Planning Officer is responsible for preparing and updating spectrum management and planning documents including spectrum management Regulations, spectrum planning database, National Table of Frequency Allocations, Spectrum Release Plans, and Frequency Usage Forecasts.



Reporting Line/ relationships The Spectrum Planning reports: Senior Manager Spectrum Administration

**Key Duties and Responsibilities;**

- Developing and implementing spectrum policy and regulations on frequency allocations of bands to services in accordance with National Frequency Allocation Table, ensuring that correct frequency assignments are done.
- Assessing the technology trend and plan for future frequency (E.g. IMT,4G, 5G, OiT, and Emerging satellite services).
- Follow up international trends in technologies development and advise the Institutional on the best preparation for the coming technologies in 5 years ahead.
- To follow up and disseminate information, recommendations, resolutions from International Telecommunication Union (ITU), and best practices from international organizations related to Frequency Spectrum management and planning
- Set regulations for frequency sharing
- Developing future spectrum awards program (ex: new FM award and broadband technologies roadmaps)
- Follow closely and prepare Rwandan contributions to relevant ITU Study Groups (Working Parties, Conference -Preparatory Meetings, World Radio Communication Conferences.)
- Managing and updating the NFAT Undertake initial technical analysis for operators regarding spectrum planning, allocation, and assignment
- Participate in cross-border coordination on spectrum usage and frequency assignments
- Allocate frequency for different spectrum services
- Update the established national frequency band plan prior to WRC outcomes
- Conduct compatibility studies between existing terrestrial services and new service
- Handling incoming international frequency coordination requests, outgoing notifications and establishing MOUs with neighboring countries on Terrestrial services
- Performing engineering sharing studies to ensure compatibility of existing and new services
- Close follow up of regional and ITU-R meetings, e.g. Working Parties, Conference - Preparatory Meetings, World Radiocommunication Conferences
- Do coverage analysis of existing technologies to predict the coverage of operators and recommend



**Competencies and Skills required:**

- Employee in this position should be able to demonstrate the following competencies and abilities:
- Demonstrated ability and knowledge in specialized field of ICT/Telecommunications, especially in spectrum planning
- Ability to lead the development /adoption and collaboratively enforce comprehensive ICT Guidelines, Regulations, policies and standards.
- Broad and current understanding of ICT/Telecom trends,
- Ability to prepare and update planning documents like the National Table of Frequency Allocations, Spectrum Release Plans, and Frequency Usage Forecasts.
- Experience in conducting studies and reviews of new technologies affecting spectrum requirements
- Knowledge of procedures for band clearing and spectrum sharing
- Technical skills in ICT Policies and regulations
- Knowledge of technical standards and spectrum administration
- Knowledge of Information Technology (IT) Architecture;
- Demonstrate ability to backup and store data automatically on a separate hard disk, off-line removable media, or online storage
- Demonstrated ability to protect sensitive information when disposing of old computers and media
- Knowledge of Computer networking concepts and protocols, and network security methodologies
- Demonstrated familiarity with the security features and functions of common operating systems
- Demonstrated skills in applying and incorporating new and emerging technologies and trends into proposed solutions
- Understanding of products and nomenclature of major IT security vendors and how differences affect exploitation/vulnerabilities
- Explain basic concepts, terminology, and operations of a wide range of telecommunication, and communications media
- Ability to describe transmission methods and jamming techniques that enable transmission of undesirable information, or prevent installed systems from operating correctly
- Ability to describe the communications protocols used in OT architectures, with their



relative pros and cons

- Understanding of Voice over Internet Protocols (VoIPs)
- Demonstrate ability to produce copies of all data or information used in or generated by the organization
- Knowledge of systems, tools, and concepts used to minimize the risk to an organization's cyberspace and prevent a cybersecurity incident;
- Information systems and Network Security Computer software skills
- Creativity and ability to challenge the standard thinking with new ideas, new approaches, and new solutions Core and leadership competencies that are essential in the middle management role, and at proficiency level required to this professional position as defined in the Competency Framework of RURA

#### **7. E-Commerce & Courier delivery system Officer (1)**

##### **JOB DETAILS:**

**Title:** E-Commerce & Courier delivery system Officer

**Reporting to:** Senior Manager Postal Services & E-commerce Regulation

**Level:** F

**Qualification:** Master's degree education related to Information and Communication Technologies sector, Operational Communications, Laws, Management, Business Administration or Economics, team building, postal regulation and operations skills, analytical and problem-solving skills; decision making skills; computer skills; Management and supervisory skills, 3 years working experience;

Or

Bachelor Degree (A0) education related to Information and Communication Technologies sector, Business administration and Management, Economics, accounting, Computer Science, Computer Engineering, Electronic Engineering, Telecommunication, Electromechanical Engineering, with 5 years working experience in Postal Regulation.

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

- Assist in the development of flexible regulations or guidelines that facilitate the development of Postal and Courier services and E-commerce to ensure trust of E-commerce platforms and enable E-commerce market;
- Establish conditions for a reliable E-commerce transaction through the use of digital signature;
- Participate in the implementation of E-commerce strategy and other national e-commerce





initiatives;

- Participate in the development and enforcement of consumer protection guidelines for E-commerce and handle complaints from customers and operators;
- Taking Part in the development and implementation of National Addressing and postal code system with aim of facilitating parcel and courier home delivery and addressing the issues facing the global movement of postal courier and parcels;
- Benchmark on E-commerce best practices and recommend regulations or guidelines for domestic and cross border e-commerce
- Carry out inspection to monitor quality of service by licensed courier and postal and E-commerce operators and carry out mail test to measure quality of service;
- In collaboration with other counterparts' units, collect data on postal services, security, statistics, quality of services, and information about regulated operators and other administration;

Process the questionnaire for collecting E-commerce data addressed to RURA by E-commerce stakeholders and other international bodies;

**Required Competencies:**

- Postal regulation, Information Management, Research and development, Stakeholder management
- Knowledge of e-commerce is highly advantageous
- Excellent fluency in written and spoken English and French is essential
- Customer service experience and the ability to deal with difficult customers is essential
- Previous experience of writing and translating content highly advantageous
- Excellent organizational skills and ability to priorities
- Excellent Microsoft Office proficiency
- Willingness to learn new skills

**8. Estate Management Officer (1)**

**JOB DETAILS:**

**Title: Estate Management Officer**

**Reporting to: Senior Manager Human Resources and Administration**

**Level: F**



**Qualification:** Masters in Civil Engineering, Real Estate and Property Administration, Construction and Real Estate, Architecture Engineering with 2 years working experience  
or  
A0 in Civil Engineering, Real Estate and Property Administration, Construction and Real Estate, Architecture Engineering with 3 years working experience

**Key Duties and Responsibilities:**

- Ensure that all assets of RURA are in good conditions and secured (including Furniture, office equipment, cameras, firefighting equipment's);
- Ensure that RURA all buildings are in good conditions;
- Reports any problem happened in the RURA buildings and other 5 sites.
- Develop and plan maintenance processes and programmes the Authority' infrastructure and the RURA environment;
- Supervise and support administration of related suppliers and contractors as required;
- Lead and arrange a prompt and effective response to all compliance related defects or issues on goods or services supplied;
- Supervise the monitoring of the plumbing system in RURA Buildings and Facilities and other related areas;
- Implement quality assurance processes across the range of goods and services supplied;
- Lead in condition surveys and assist in developing planned maintenance schedules and programmes;
- To implement quality assurance processes buildings, equipment and facilities;
- Prepare technical specifications for the maintenance of the all-RURA buildings;
- Prepare technical specifications for the rehabilitation and renovation of RURA Buildings;
- Supervise the maintenance works, rehabilitations of RURA buildings;
- Represent RURA for the technical matters related to the construction works;
- Supervise the implementation of the contracts of maintenance, security services and cleaning services;
- Ensure good utilization of the RURA parking yard;
- Follow up and ensure that hygiene is maintained in RURA building;
- Follow up and ensure the good status of generators and water facilities, ensure that keys to all RURA facilities and offices are kept and maintained in safe and good



- Making sure RURA Fire systems is well maintained
- Supervise the security system of RURA is well management in proper way
- Perform any other duty that may be assigned by the immediate supervisor

**Required competencies:**

- Knowledge in Construction & Real Estate Industry;
- Knowledge in building and estate management;
- Assets and property management;
- Finance and Contract Management;
- Management of contractors, fire safety, security systems management;
- Knowledge of contract drafting and negotiation;
- Knowledge of drafting Terms of references market survey
- Ability to execute the contracts;
- Ability to understand, interpret and communicate complicated technical issues and to liaise with a wide range of stakeholders;
- Ability to prioritize and plan workload efficiently;
- Ability to manage simultaneous projects and to co-ordinate a safe and efficient operating environment;
- Knowledge and experience particularly in estate management;
- Ability to work well with both internal and external clients;
- Ability to communicate with various audiences, including end users and managers;
- Practical and hands-on, with the ability to manage maintenance issues in-house where appropriate;
- Negotiating skills for establishing contracts of work;
- Knowledge of Management of Material Resources;
- Report writing & Presentation Skills;
- Knowledge of contract management;





- Negotiation skills;
- Project Management
- Person of Integrity

## 9. Water Supply and Monitoring Officer (1)

### **JOB DETAILS:**

**Title:** Water Supply and Monitoring Officer

**Reporting to:** Senior Manager Water and Sanitation

**Level:** F

**Qualification:** Master of Science in Civil Engineering, Water supply Engineering, Water and Environmental Engineering with 2 years working experience in water regulation

or

Bachelor degree in civil engineering, Water supply Engineering or Water engineering with a minimum of five (5) years of relevant significant work experience in water regulation is added advantage.

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

- Participate in laws, policies and strategies formulation in water sector;
- Initiate relevant regulatory tools (regulations and guidelines) for sound regulation of water sector;
- Analyse the designs, operation and management of water supply infrastructure for the assessment of license applications;
- Prepare annual action plan of activities and budget for water sector regulation;
- Prepare annual sector performance report for water sector;
- Propose and initiate key performance indicators for water supply services and evaluate the performance of water service providers;
- Initiate and conduct planned and ad-hoc technical audits and inspection to monitor the quality of service as well as the sustainability of water supply infrastructure and enforce laws in case of non-compliance;
- Advise the Senior Manager on the feasibility of new water supply development projects in accordance with laws and regulations;
- Assist in the development of standards for drinking water quality, perform water quality tests for

quality control and quality assurance to water service providers and enforce laws in case of non-compliance;

- Provide technical inputs for the review of tariffs of water supply services;
- Initiate the reporting framework for water service provision, monitor and evaluate the service provided and compile reports with sound regulatory recommendations;
- Assess water treatment processes and ensure that applied chemicals optimize treatment processes and all treatment plants have well equipped laboratories with well trained and qualified staff;
- Organize trainings on regulatory matters for water service providers and other stakeholders in water sector;
- Handle and resolves customer and water service providers' complaints regarding water supply services;
- Develop the funding proposal, terms of reference and tender document for different studies and consultancies in water supply sector.
- Undertake any other duties as assigned by the supervisor.

**Required competencies:**

- Knowledge of Management of Material Resources
- Ability to organize and to manage a store and material resources
- Assets management
- Fleet management
- Knowledge of contract drafting and negotiation
- Knowledge of contract management
- Ability to execute the contracts
- Ability to communicate effectively
- Time delivery of goods and services
- Ability to work in high-stress environments, often for long hours
- High integrity

**10. Solid Waste Management Officer (1)**



**JOB DETAILS**

**Title:** Solid Waste Management Officer

**Reporting to:** Senior Manager. Water and Sanitation

**Level:** F

**Qualification;**

Master's Degree in Civil Engineering, Sanitary Engineering, Environmental Engineering or management, waste management or related fields with 2 years' experience in any sanitation. Or Bachelor degree in Civil engineering, Bachelor degree in sanitary engineering, Environmental engineering with 5 years' experience in sanitation related field

**Key Duties and Responsibilities;**

- Provide technical inputs in the formulation of policy, laws and strategies for solid waste service provision;
- Develop relevant regulations for sound solid waste management service provision;
- Review and update the entire licensing process including application, terms and conditions of the licenses for the provision of solid waste services;
- Assess the license applications in accordance with established regulations;
- Initiate reporting framework for solid waste management service providers and ensure its execution;
- Define performance indicators for solid waste service provisions and monitor coverage and access of the demand and advise on development;
- Analyse the reports and data from service providers to ensure compliance with standards and regulations and report on their performances;
- Provide technical support in setting up tariffs for regulated sanitation services;
- Monitor and evaluate the performance of licensed service providers in solid waste services;
- Advise on the development of national standards relating to environment and sanitation;
- Initiate any enforcement process required for breaching laws and regulations in solid waste service provision;
- To review technical viability of new solid waste development projects;
- Organize meetings, trainings and workshops with service providers for better service provision;
- To undertake any other duties as assigned by the supervisor.

**11. Programmer Analyst Officer (1)****JOB DETAILS: Programmer Analyst Officer**

**Title: Programmer Analyst Officer**

**Reporting to:** Senior Manager, Information Systems

**Level:** F

**Qualification:** Masters in Computer Sciences, Information Technology and Information Systems Management

Or

Bachelor's Degree in Computer Sciences, Information Technology, with 2 year working experience;

**Key Duties and responsibilities;**

- Review, analyse, design and/or develop programs and applications with the aim of improving business efficiency and productivity;
- Work closely with the third-party developing applications for RURA during both the reporting and implementation phases;
- Modify, develop and implement software-programming applications and software products;
- Conduct Joint-Application Design (JAD) sessions with end-users and develop system requirements for applications to be used by RURA;
- Perform systems and applications testing using known standards of Software Development Life Cycle (SDLC);
- Convert project specifications and procedures into detailed logical flow charts for coding into computer language;
- Provide technical supports and upgrades for existing applications business-logic and front-end tiers;
- Perform applications interconnection, integration and inter-operation from 2nd layer of SDLC to meet current business needs and practices regardless their different programming languages;
- Customize the application development platforms and Enterprises Resource planning where deemed required;
- Enforce applications security measures and implement software applications policies;
- Oversee the installation and documentation of new applications;
- To liaise with DBA/DBD to make sure applications are performing their expected procedures;
- Act as liaison between the RURA and any third-party developing applications for RURA;
- Mapping and documenting interfaces between legacy and new systems;
- Identifying options for potential solutions and assessing them for both technical and business suitability;
- Conducting requirements analysis and preparing specific proposals for modified or replacement systems;



- Producing project feasibility and costings report;
- Working closely with DBD/DBA, third party and end-users to ensure systems technical compatibility and users' satisfaction;
- Drawing up, supervising and documenting testing schedule for any developed applications;
- Overseeing implementation of a new system including source codes migration;
- Supporting users on change control and system updates;
- Providing training and user manuals to users of a new systems;
- Assists System Administrator and Database Administrator to backup systems applications;
- Performs any other related duties as assigned by the Supervisor

**Required competencies:**

- Ability to lead the development /adoption and collaboratively enforce comprehensive ICT guidelines, regulations, policies and standards.
- Broad and current understanding of ICT/Telecom trends, security risks and controls
- Knowledge of standards, procedures, and applications used to protect the confidentiality, integrity and availability of information and information systems.
- Demonstrated familiarity with the security features and functions of common operating systems
- Understanding of emerging security issues, risks, and vulnerabilities
- Demonstrated ability to identify emerging computer-based technology that has potential for exploitation by adversaries
- Understanding of products and nomenclature of major IT security vendors and how differences affect exploitation/vulnerabilities
- Explain basic concepts, terminology, and operations of a wide range of communications media
- Ability to describe transmission methods and jamming techniques that enable transmission of undesirable information, or prevent installed systems from operating correctly
- Ability to describe the communications protocols used in Operation Technology architectures, with their relative pros and cons
- Knowledge in ICT, Computing Systems, Computer Architecture, Databases, Management Information Systems, Software Engineering, ICT Security,
- Knowledge to research and analyze technology problems, issues, and program requirements
- Knowledge of computer hardware/software technologies.

**Professional certification/qualification/Skills/requirements:**





- Have worked on at least 2 digitization projects as software developer, analyst, programmer; Familiar at professional with (.NET), LAMP/WAMP Framework, Certified Java Programming, Zend Certified, Advanced Python Programming Training, API development ( Applications Integration ); MCITP or such certifications is an advantage.

## 12. System Administrator Officer (1)

**JOB DETAILS:** System Administrator Officer

Reporting to: Senior Manager Information Systems

**Level:** F

**Qualifications:** Masters in Computer Sciences, Information Technology, Information Systems Management, Information Security or any other relevant field

Or

A0 in Computer Sciences, Information Technology, with 2 year working experience or any other relevant field;

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

- Managing all process of authentication and authorization of active directory services
- Administration of all systems including Unix, Linux, Mac and windows operating systems.
- Virtualization environment installation, administration and maintenance
- Storage management
- Management of printing systems
- Monitor SLAs and manage the access control right of the third party to RURA Information Resources infrastructure;
- Monitor vendor delivery of Service Level Agreements and ensure that technical specifications are up to date and strictly compatible to existing system;
- Participate in design and implementation of RURA's Business Continuity Plan (BCP) and Disaster Recovery Plans (DRP) solution.
- Provide technical direction for the development, design and integration of systems
- Administrate disaster recovery systems
- Monitor and ensure the data centre safety and operation;
- Backup and restoration management
- Administration of activities and processes of servers and storage maintenance
- Participate in the implementation and maintenance of the IT strategy;
- Provide technical advice to management and staff on information technology issues;



- Keep abreast with technological trends and changes
- Performs any other related duties as assigned by the Supervisor;

**Required competencies:**

- Ability to lead the development /adoption and collaboratively enforce comprehensive ICT Guidelines, Regulations, policies and standards.
- Broad and current understanding of ICT/Telecom trends, security risks and controls
- Proficient in computer networks and Internet technologies
- Knowledge of standards, procedures, and applications used to protect the confidentiality, integrity and availability of information and information systems.
- Knowledge of Information Technology (IT) Architecture;
- Computer networking concepts and protocols, and network security methodologies
- Demonstrated familiarity with the security features and functions of common operating systems
- Understanding of emerging security issues, risks, and vulnerabilities
- Demonstrated ability to identify emerging computer-based technology that has potential for exploitation by adversaries
- Demonstrated skill in applying and incorporating new and emerging cybersecurity technologies and trends into proposed solutions
- Understanding of products and nomenclature of major IT security vendors and how differences affect exploitation/vulnerabilities
- Explain basic concepts, terminology, and operations of a wide range of communications media
- Ability to describe transmission methods and jamming techniques that enable transmission of undesirable information, or prevent installed systems from operating correctly
- Ability to describe the communications protocols used in Operation Technology architectures, with their relative pros and cons
- Demonstrate ability to produce copies of all data or information used in or generated by the organization
- Demonstrate experience of working closely with ICT Application Service providers
- Knowledge in ICT, Computing Systems, Computer Architecture, Computer Networking, Databases, Management Information Systems, Software Engineering, ICT Security,
- Knowledge of Rwanda's ICT Policies and strategies as well as National ICT Policy
- Knowledge to research and analyze technology problems, issues, and program requirements.

**Professional certification/qualification:**

CCNA or CCNA Security; MCP or MCSA Preferred); MCSE(Added advantage); CEH (Added advantage); Storage Certified Professional (Added advantage); VMware (Added advantage); Linux Certified (Added advantage); Knowledge on ISO 27001;

**13. Legal Translation Officer**

**JOB DETAILS:**

**Title:** Legal Translation Officer



**Reporting to:** Senior Manager Legal Services /State Attorney

**Level:** F

**Qualification:** Master's Degree in Applied Translation Studies, Languages, Literature, Law, Arts;

Or

Bachelor's Degree in Applied Translation Studies, Law, Arts with 3 years of working experience or Master's Degree or Equivalent in Applied Translation Studies, Languages, Literature, Law, Arts with 2 years of working experience

***Key Duties and Responsibilities;***

- Translate draft law and Regulations related to regulated sectors into official languages, where necessary;
- Harmonize translation of bills of laws, Orders, regulations and any other legal document submitted to The Regulatory Authority;
- Edit and proof read all legal instruments submitted to accurately reflect the meaning of the source and target language;
- Check translations of technical terms and terminology to ensure that they are accurate and remain consistent throughout translation revisions;
- Develop and update terminology used in legal instrument related to regulated sector;
- Ensure that all regulations approved by the Regulatory Board of RURA are duly translated and published at Regulatory Authority Website and in National Official Gazette where necessary;
- Translate legal and regulatory instruments in different regulated sectors such as new bills, Regulations, Guidelines, Board decisions, licenses, etc;
- Participate in the preparatory work of Policy and Laws in all regulated Sectors when required;
- Participate in meetings of the Regulatory Authority with external bodies to ensure that the legal aspects of any decisions are fully considered;
- Coordinate the translation of legal and regulatory instruments in different regulated sectors such as new bills of laws, Regulations, Guidelines, Board decisions, licenses, contracts, Instructions etc;
- Provide appropriate interpretations of statutes, international and local agreements relating to the functions of the Regulatory Authority;
- Carry out any other activity that may be assigned by the Regulatory Authority.

**Required competencies:**

- Knowledge of laws, guidelines, procedures and concepts within regulatory affairs
- Comprehension of law establishing RURA;
- Comprehension of the regulatory authority's processes and procedures for developing regulations and guides
- Demonstrated ability to examine and to identify the need for new regulations and guides or the amendment of existing regulations and guides (e.g. Based on feedback on the implementation of existing regulations, emerging technologies, changing standards and new laws);
- Ability to identify and to address appropriately interfaces with other laws, regulations and guides;
- Ability to draft regulations and guides to meet technical and legal requirements in ways which are thorough, consistent, understandable and practicable;
- Ability in drafting to adequately assess and incorporate, as applicable, comments received by



- interested parties
- Comprehension and deep knowledge of laws and regulatory instruments related to sectors working on:
    - Communications regulation
    - Energy, Water and Sanitation
    - Radiation Protection
    - Transport
    - Media regulation
    - Cybersecurity regulation
    - Consumer protection
  - Comprehension and knowledge of relevant laws and international instruments and documentation such as International Atomic Energy Agency Safety Standards, Radiation and nuclear safety;
  - Powers and authority of the regulatory Authority and its staff;
  - Rights of all interested parties affected directly or indirectly by the legal provisions of the regulatory Authority
  - Regulatory framework and regulatory body governance
  - Values of the regulatory Authority and Principles of good regulation (e.g. independence, openness, efficiency, clarity, objectivity, stability, proportionality, accountability and consistency);
  - Regulatory policies, principles, approaches and procedures on which the regulatory processes are based
  - Regulations and regulatory guidance documents;
  - Awareness of the regulations and safety requirements applied in other jurisdictions
  - Regulatory authority's management system, control of information, documentation and records;
  - Comprehension of the regulatory authority's processes and the interfaces between them
  - Technical safety requirements for siting, design, construction, operation, commissioning, decommissioning and waste management of nuclear facilities or devices;
  - Regulatory risks Assessment
  - Legal proceedings
  - Management of Legal Affairs
  - Legal library management
  - Contract Management
  - Key Technical Skills & Knowledge required:
    - Excellent knowledge in Translation;
    - Excellent legal analytical skills and writing skills;
    - Interpersonal Skills
    - Effective communication skills;
    - Time Management Skills;
    - Computer Skills;
    - Complex Problem-solving Skills;
    - Team working Skills;
    - Fluent in Kinyarwanda, English and/ or French; knowledge of all is an advantage

**14. Legal Drafting Officer (1)**





## **JOB DETAILS**

**Title:** Legal Drafting Officer

**Level:** F

**Qualification:** Master's or Bachelor's Degree in Law (LLB) with Diploma in Legislative Drafting, Master's Degree in Legal Studies with Diploma in Legislative drafting. experience, Master's Degree in International Law with Diploma in Legislative Drafting

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

- Analyze bill of laws, Regulations, guidelines proposals and draft related legal instruments;
- Draft legal instruments initiated by RURA;
- Assist Policy makers in the drafting of legal instruments and policies;
- Provide legal opinion on draft legal instruments or any other legal matter as may be required
- Carry out any other activity that may be assigned by the Regulatory Authority.

### **Required competencies**

- Participate in the preparatory work of Policy and Laws in all regulated Sectors;
- Draft legislative proposals/amendments and contribute to the introduction of legislation that will help RURA to achieve its mission;
- Draft legal and regulatory instruments in different regulated sectors such as new bills, Regulations, Guidelines, Board decisions, licenses, etc;
- Reviewing and drafting legal documents;
- Analyze bills laws from the government where RURA is required to provide inputs and propose draft amendments as may be required;
- Conduct legal research in respect of bills of laws and regulations;
- Carry out periodic review of the legislations and regulations through benchmarking and assess their impact on both the regulatory process and service delivery;
- Carry out a benchmarking on existing legal and regulatory systems in the region and propose modifications so as to adapt to new technologies and take into account any developments in the market and further restructuring of regulated sectors' markets;
- Initiate and review of legal and regulatory framework of regulated sectors were deemed necessary;
- Follow-up state legislative activities during legislative sessions and interims and providing status reports on legislations affecting the Regulatory Authority;
- Provide advice on interpretation of regulations and other legal instruments used by RURA;
- Carry out regulatory burden reviews, simplify the process of licensing and remove problematic and disadvantageous regulations and guidelines

- Develop license models for all regulated sectors;
- Carry out any other activity that may be assigned by the Supervisor.

**15. Electromechanical Technician Officer (1)**



**JOB DETAILS:**

**Title:** Electromechanical Technician Officer

Reporting to: Senior Manager IS

**Level:** F

Qualification: Bachelor's Degree in Electronics and Communication Engineering, Computer Sciences, Computer Hardware and Information Technology. Background of IPRS is added advantage.

**Key Duties and Responsibilities;**

- Maintain and repair electronic or electromechanical equipment;
- Decipher information from equipment manuals and schematics to troubleshoot various types of equipment malfunctions;
- Assist Maintenance and Support engineer in diagnosing the root cause of equipment malfunction;
- Analyze and record test results, and prepare written testing documentation
- Diagnosing and solving hardware faults
- Handling of incoming help desk requests from end users and work on them in a courteous manner.
- Install and configure new equipment acquired;
- Ensure good functioning and operation of UPS;
- Stabilize electrical power across of all RURA premises & IR assets;
- Provide First hand repair of all ICT equipment, Network infrastructure and ensure uninterrupted power infrastructure;
- Technically configuring computer systems and peripherals;
- Record, track, and document the help desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to the final resolution
- Install, modify, and repair computer hardware and software;
- Clean up all computing devices;
- Follow up with RURA staff to ensure IT helpdesk related issues have been resolved;

**Required competencies:**

- Proficient in electronic networks and Internet technologies
- Knowledge of standards, procedures, and applications used to protect the confidentiality, integrity and availability of information and information systems.
- Knowledge of Information Technology (IT) Architecture;
- Computer networking concepts and protocols
- Demonstrated familiarity with the security features and functions of common operating systems



- Understanding of emerging security issues, risks, and vulnerabilities
- Understanding of products and nomenclature of major IT security vendors and how differences affect exploitation/ vulnerabilities
- Explain basic concepts, terminology, and operations of a wide range of communications media
- Ability to describe transmission methods and jamming techniques that enable transmission of undesirable information, or prevent installed systems from operating correctly
- Knowledge in ICT, Computing Systems, Computer Architecture, Computer Networking
- Knowledge of Rwanda's ICT Policies and strategies as well as National ICT Policy
- Knowledge and skills of information technology and telecommunications
- Knowledge to research and analyze technology problems, issues, and program requirements
- Knowledge of computer hardware

**Professional certification/qualification/Skills/requirements:**

To have worked in electrical domestic or project installation at least on 3 projects; Proven experience and skills in electronic hardware equipment repair and troubleshooting; CCNA, N+ or related skills (Added advantage); A+ (Added advantage);



**16. Media Monitoring Officer (1)**

A handwritten signature in blue ink, consisting of a large, stylized initial 'R' followed by a smaller character, possibly a surname or first name.

## **JOB DETAILSLS**

**Job Title:** Media Monitoring Officer

Reporting to: Senior Manager Media Regulation

**Level:** F

**Qualification:** Masters in Communication, Journalism with one (1) year working experience in a media or communication related field.

or

Bachelor's Degree in Communication, Journalism with three (3) year working experience in a media or communication related field.

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

- Advise and develop appropriate regulatory tools and licensing regime for the Media Sector;
- Propose any regulatory action or advise based on compliance reports on matters related to the licensees in the Media Sector such as FM radio Stations, TV Stations, Pay TV Service Providers and Signal Distribution;
- Monitor and enforce compliance with applicable laws and regulations by service providers in the Media Sector;
- Recommend and process authorization to license applicants in the Media Sector;
- Coordinate communications with licensees and applicants about regulatory activities and licensing;
- Monitor, promote and protect interests of all consumers in respect to matters pertaining to intellectual property rights and lawful content through the establishment of appropriate measures and public awareness programs;
- Promote the provision of high quality and innovative programming by providers of broadcasting services;
- Participate in complaint handling processes within the Media Sector
- Take part in International and regional activities, meetings, forums and trainings related to media regulation;
- Prepare reports concerning media licensing and regulation activities
- Prepare reports concerning media monitoring activities
- Perform any other activities assigned by supervisor.

### **Key Competencies (required for the Job):**

- Knowledge in legal and regulatory framework mechanisms in Rwanda;
- Good planning and implementation/execution of the agreed strategies.
- Ability to solve problems in an innovative manner.
- Ability to handle confidential matters.
- Ability to handle regulation matters from an economic point of view.
- Ability to handle all office work transparently.
- Able to work without close supervision
- Self-driven in carrying out assigned tasks.
- Have adequate communication skills and able to interact with others;



- Ability to communicate and engage with key stakeholders;
- Be honesty and have sense of responsibility;



**17. Procurement Officer (1)**





## **JOB DETAILS**

**Job Title:** Procurement Officer

**Reporting to:** Procurement Manager

**Level:** F

**Qualification:** Master's degree in Procurement, Master's degree in Business Administration (MBA) with Post Graduate Diploma in Procurement with at least 2 years of working experience in Procurement field;  
Or

Bachelor's degree in Procurement. Having Post Graduate Diploma in Procurement is added advantage with at least 3 years of working experience in Procurement field;

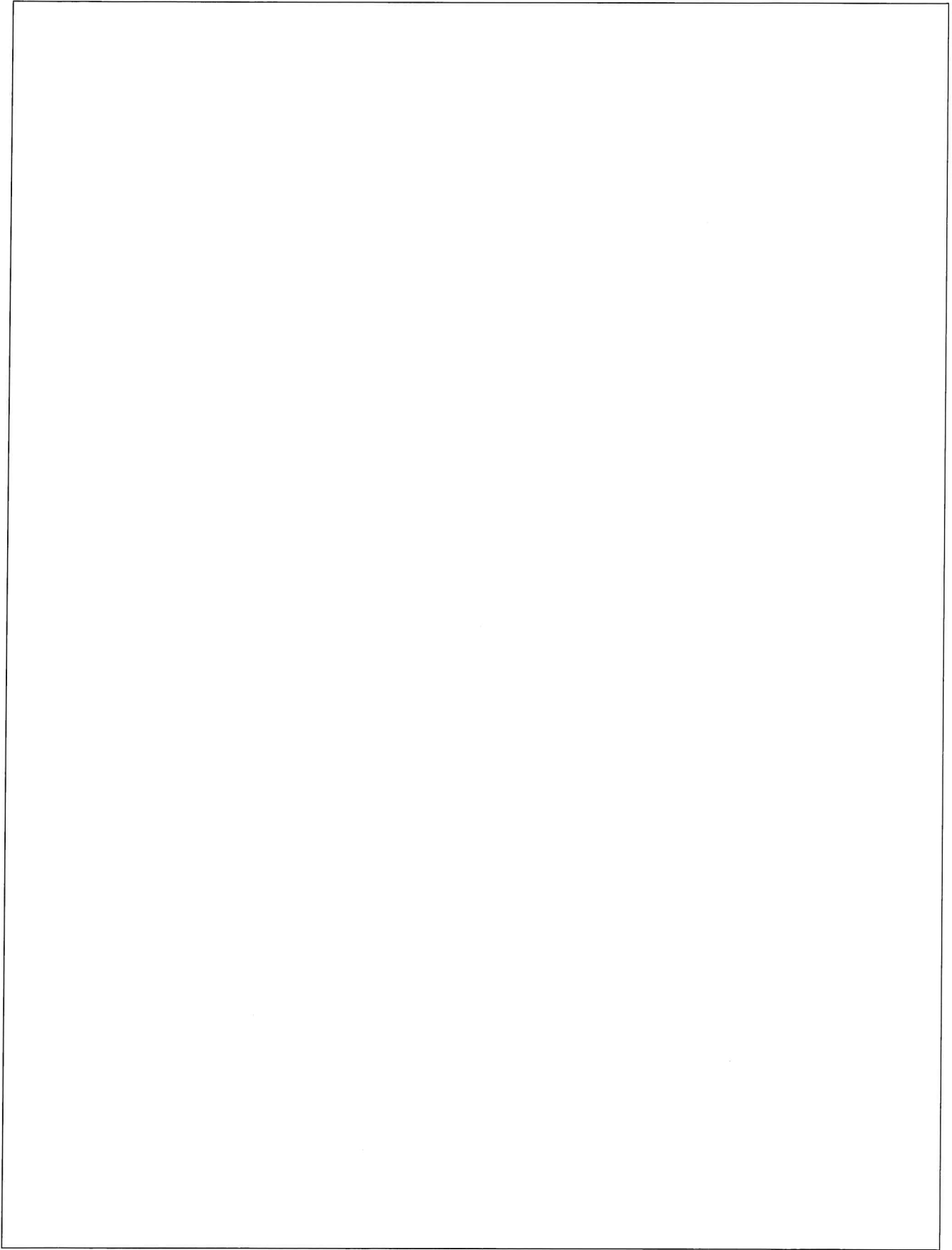
**Professional qualification such as CIPS (diploma level) and at least 2 years working experience is also added advantage.**

### **Key duties and responsibilities:**

- Develop RURA's annual procurement plan in consultation with management, and Planning Unit;
- Reviews requisitions for Goods and Services to be ordered, and process tenders as per procurement laws and regulations;
- Review technical specifications and Terms of Reference (ToRs) in collaboration with user units;
- Prepare tender documents and ensure that they are timely published;
- To receive and safe keep bids;
- Act as the secretary to the Public Tender Committee;
- To follow up tender openings and participate in their evaluation in collaboration with Public Tender Committee;
- To request competent authorities to approve recommendations for the award of tender;
- To prepare notification of tender award to a successful bidder;
- Draft contracts for tender awards
- To monitor contract execution in collaboration with concerned department;
- To provide information and documents to Rwanda Public Procurement Authority whenever considered necessary;
- Preparation of purchase orders ;
- Prepare reports as may be needed;
- To carry out any other duty provided for by regulations on public procurement

### **Key Competencies (required for the Job):**

- Knowledge of procurement regulations and procedures
- Knowledge of contract management, contract drafting and negotiation
- Knowledge of business and purchasing practices
- Skills and competencies
- Personal drive and effectiveness;
- Ability to constantly deliver quality and value;
- Strong customer focus;
- Effective strong communication skills;
- Strong work process orientation; and
- Ability to utilize capacity and resources in an effective manner.



A handwritten signature in blue ink, consisting of a stylized, cursive letter 'R'.

**18. Consumer Right Protection Officer (1)**



## **JOB DETAILS**

**Job title:** Consumer Right Protection Officer

**Reporting to:** Manager Consumer Protection

**Level:** F

**Qualification:** Bachelor degree in law with 3 years working experience. Post Graduate Diploma in Legal practice programme is added advantage

### **Key Duties and Responsibilities**

- Put in place legal and regulatory tools for the promotion of consumer rights and obligations,
- Review Contracts between services Providers and Consumers and propose amendments
- Provide legal advices on a given consumer/administrative or corporate matter
- Initiate, and develop Regulation, guidelines on consumer protection,
- Organize consumer education campaign on developed tools
- Use the universal service obligation as a consumer protection measure
- Elaborate the procedure rules for mediation
- Carry out periodic inspections of operators

### **Key Competences required:**

- Ability to communicate information to clients, business and the public by oral, written and presentation methods.
- Ability to establish and maintain effective public relations.
- Ability to work in Kinyarwanda, English and French;
- Ability to use word, excel and power point;
- Professionalism: knowledge of judicial and legal system issues, including knowledge of procedure in a civil law system, as well as of relevant international system in utilities regulated.
- Ability to draft complex documents in all national languages. Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations.
- Teamwork: works collaboratively with colleagues to achieve organizational goals. Solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others. Places team agenda before personal agenda. Supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position. Shares credit for team accomplishments and accepts joint responsibility for team shortcomings.



- **Planning and organizing:** Develops clear goals that are consistent with agreed strategies. Identifies priority activities and assignments; adjusts priorities as required. Allocates appropriate amount of time and resources for completing work. Foresees risks and allows for contingencies when planning. Monitors and adjusts plans and actions as necessary. Uses time efficiently.
- **Judgement or decision-making:** Identifies the key issues in a complex situation, and comes to the heart of the problem quickly. Gathers relevant information before making a decision. Considers positive and negative impacts of decisions prior to making them. Takes decisions with an eye to the impact on others and on the Organization. Proposes a course of action or makes a recommendation based on all available information. Checks assumptions against facts. Determines that the actions proposed will satisfy the expressed and underlying needs for the decision. Makes tough decisions when necessary.



## 19. System Integration Architect (1)

### JOB DETAILS

**Job title:** Reporting to: Senior Manager Technology Innovation

**Level:** F

**Qualification:** Bachelor in Computer Science, Data science, Computer Engineering, or related field, with 5 years working experience

Masters in Computer Science, Data science, Computer Engineering, or related field, with 2 years working experience

Having a professional certification in programming and data science will be an advantage.

### Key Duties and Responsibilities;

- Design system integration solutions and/or custom systems to address the organization data exchange challenges, data access, interoperability, and functionality requirements;
- Conduct big data analytics on different data sets collected on the regulated sectors, to inform policy, regulation, planning and decision making;
- Modify existing systems software to correct errors, adapt systems to new hardware and operating systems, or to improve systems' performance;
- Develop prototypes and proof of concepts for the selected solutions, and implementing complex big data projects with a focus on collecting, parsing, managing, analyzing and visualizing large sets of data using multiple platforms;
- Research and recommend systems, equipment and technologies;
- Create documents that relate to integration principles;
- Conduct data analysis, end user requirements analysis, and business requirements analysis to develop a clear understanding of the business needs and to incorporate these needs into technical solutions for RURA;
- Using automated tools to extract data from primary and secondary sources;
- Designs, develops, and modifies software systems as required, using current computer science theory and industry analytical tools to predict and measure the consequences of system design choices;
- Develop concepts, products, prototypes and solutions by working with relevant stakeholders in the academia, industry and startup ecosystem;
- Ensure knowledge transfer of new technologies, products and services;
- Liaise with different stakeholders and players in the Emerging communication technologies field both within and outside Rwanda;
- Prepare the action plan and the budget for the agreed activities and implementation of new

solutions.

**Required *Competencies and Skills***

- Knowledge, skills, and abilities to understand the purpose and function of data science, including tools and systems;
- Proficient in system integration and data analysis;
- Requires the ability to display comprehensive knowledge of current industry programming, scripting, and markup languages; operating systems (server, network, desktop, mobile, etc.); Web services protocol stacks and technologies; relational database structures and query languages; virtualized environments; network protocol stacks; and secure data exposure/ access/ exchange techniques;
- Proficient in hardware, software systems, computer programming of major programming/scripting languages like Java, Python and R;
- Proven experience of successfully conducting a research project in a relevant field;
- Demonstrated ability to convert high-level customer needs into a technical development strategy;
- Understanding of distributed RDBMS and/or knowledge on NoSQL platforms Big Data querying tools, integration of data from multiple data sources;
- Good command of oral language skills and writing ability;
- Good interpersonal communication skills and ability to work with others under pressure and solve problems;
- Knowledge of standards, procedures, and applications used to protect the confidentiality, integrity and availability of information and information systems;
- Knowledge of Information Technology (IT) Architecture;
- Demonstrate ability to produce copies of all data or information used in or generated by the organization;
- Demonstrate ability to backup and store data automatically on a separate hard disk, off-line removable media, or online storage;
- Demonstrated ability to protect sensitive information when disposing of old computers and media;
- Knowledge of systems, tools, and concepts used to minimize the risk to an organization's cyberspace and prevent a cybersecurity incident;
- Technical skills in ICT, Policies and **regulations**;
- Knowledge, skills, and abilities to respond to and remediate an incident, as well as restore functionality to the system or infrastructure;
- Working knowledge of ISO 27001, Data protection and other regulatory environments;
- Ability to lead the development /adoption and collaboratively enforce comprehensive information security policies, policies and standards;



- Broad and current understanding of security risks and controls;
- Demonstrate experience of working closely with IT/IS functions to establish pragmatic/optimum security infrastructure solutions to identified risk;
- Proficient in taking complex /technical subject matter and refining /presenting to the business at any level so to result in understanding and appreciation;
- Core and leadership competencies that are essential in Network security and System Integration role, and at proficiency level required to this professional position as defined in the Competency Framework of RURA

## **20. Transport Inspector Officer (1)**

### **JOB DETAILS**

**Job title:** Reporting to: Senior Manager Transport Inspectorate

**Level:** F

**Qualification:** Bachelor's Degree in Transport management, Economics, Civil Engineering, or other relevant field with more than 3 year working experience in regulatory authority. Having Master's Degree in any of the above-mentioned fields is added advantage.

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

- Processing and producing Drivers Vocational Cards (DVC)
- Propose new routes/areas to extend the transport services
- Contribute in the setting of transport fares
- Monitor the compliance with relevant laws, regulations and guidelines
- Preparing and Training of Professional Drivers
- Contribute in the annual action plan
- Monitor the quality of service of transport of persons
- Manage the conflicts between stakeholders;
- Monitor the compliance with relevant laws, regulations and guidelines;
- Prepare periodic statistics on compliance;
- Contribute to the transport fare setting;
- Imposing administrative fines or Penalties to non-compliance operators
- Contribute to the action plan budget of the Inspectorate
- Propose new routes/areas to extend the transport services;
- Carry out any other activity as may be requested by the Inspectorate





**Required competencies:**

- Competencies and skills:
- Deep comprehension of transport regulation to address and to resolve regulatory affairs technical issues in transport;
- Transport Fundamentals
- Utility Regulation and Strategy
- Regulation and Diverse Technology
- Knowledge of public transport legal, and regulatory issues
- Knowledge of national and international standards on public transport
- Knowledge of principles and methods for moving people or goods by rail, water, or road, including the relative costs and benefits
- Knowledge of public transport operation planning, demand forecasting, and formulation of strategic plans
- Knowledge of transport planning, network and accessibility
- Knowledge in highway and pavement engineering, traffic engineering, and bridge engineering
- Knowledge of work standards and operational management of an integrated road network management system (IRNMS)
- Skills in highway asset management and planning, economic evaluation of transport projects, impact and baseline studies, analysis, and feasibility studies
- Knowledge of transport safety and security systems, accident analysis, design and auditing
- Knowledge in urban transport and transport in rural area
- Transport and Smart City initiatives (management of city flows, e.g. smart transportation and mobility, IT Security and Privacy with regard to transport regulation)
- Knowledge in fleet management laws and regulations
- Transportation Management Systems (TMS) and Software
- Transportation systems design and development
- Transportation facilities Maintenance and Repair
- Technology applications to transportation, distribution, and logistics processes
- Transport Economics
- Knowledge of Rail and Maritime Transportation
- Specialized Transportation Engineering/Economics,
- Statistical modeling for accident and probability analysis including backend database analysis,



design, development and administration

**21. Customer Care Officer (4)**

**JOB DETAILS:** Customer Care Officer

**Title:** Customer Care Officer

**Reporting to:** Head Central Secretariat

**Level:** G3

**Qualification:** A0 Marketing, Public Relations and Management with 2 year working experience

**Key Duties and Responsibilities:**

- Ensure good customer service to enhance the corporate image;
- Provide customer service by obtaining, analyzing and verifying the accuracy of information in an orderly and timely manner;
- Provide timely information to RURA Managers and Visitors;
- Initiate and implement excellence customer service and take corrective action as needed;
- Identify and assess customers' needs to achieve satisfaction;
- Provide accurate, valid and complete information by using the right methods/tools;
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution;



- Keep records of customer interactions, process customer accounts and file document;
- Follow communication procedures, guidelines and policies;
- Deal directly with customers either by telephone, electronically or face to face;
- Respond promptly to customer inquiries;
- Handle and resolve customer complaints;
- Obtain and evaluate all relevant information to handle product and service inquiries;
- Direct requests and unresolved issues to the designated resource;
- Prepare and distribute customer activity reports;
- communicate and coordinate with internal departments;
- Follow up on customer interactions;
  
- Provide feedback on the efficiency of the customer service process

**Required competencies:**

- Customer service;
- Knowledge in hospitality management;
- Communication skills;
- Report writing and presentation skills;
- Planning and organization skills;
- Computer software skills;
- Analytical skills;
- Problem-solving skills;
- Creativity and initiative;
- Time management skills;
- Team working skills;
- Multi-tasking skills;



- Interpersonal skills;
- Knowledge of Office Administration;
- Bookkeeping Skills;
- Stress Management Skills;
- Ability to handle unsatisfied customers;
- Ability to take timely corrective action;
- Must be cooperative and ready to work under pressure;
- Must have excellent interpersonal and Communication skills;
- High professional integrity and ethical conduct

#### **REQUIRED KEY TECHNICAL SKILLS AND KNOWLEDGE:**

In addition to the above qualifications required to the job position, candidates must have the following skills and knowledge;

- Computer knowledge,
- Excellent Communication, Organizational, Interpersonal Skills;
- Analytical and problem-solving skills;
- Judgment and decision-making skills;
- Time management skills;
- High level of integrity

#### **HOW TO APPLY**

##### **Required documents;**

- A detailed curriculum vitae (CV)
- Copy of Certified degree certificates and any other relevant qualifications (For degrees obtained outside Rwanda, equivalence issued by Higher Education Council for authentication is required)






- A photocopy of Identity Card
- Names and contact details (phone and email) of three referees.
- Copy of medical certificate for fitness.
- Copy of clearance for criminal record

Interested and qualified candidates are required to apply online on the following link: <https://www.rura.rw/recruitment> not later than 22/03/2022 at 05:00 pm local time

**Women are highly encouraged and highly recommended to for these positions.**

Done at Kigali, 07/03/ 2022



**Eng. Deo MUVUNY**  
**Ag. Director General**

