1.   JOB TITLE: VAS Core Services Executive

Iringa, Tanzania, TZA

Description

Role purpose:
•   Manages Nipige Tafu service E2E to ensure sustainable revenue growth.
•   Monitoring of the key operation indicators for Nipige Tafu service on daily basis
•   Execute commercial actions for sustainable revenue growth such as new features launches, re-profiling and product enhancements
•   Ensure compliances are smoothly managed under the portfolio.
•   Provide the necessary guidance and support to partner CVAS and other stakeholders involved
•   Prepare daily, weekly and monthly reports for all services under the portifolio
•   Develop a business relationship with all stakeholders involved from design to the launch of planned products to ensure fully alignment within and outside the organization.

Key accountabilities
•   Drive Nipige Tafu service and make sure at all times meets desired company KPIs and provide reasonable contribution to the digital revenue bucket
•   Proactively manage Nipige Tafu life cycle
•   Work with other teams within the commercial and technology functions in delivering to the fastest possible time to market
•   Monitor the customer trend and align with other stakeholders for any improvement required
•   Proactively learn the market trend and come up with the plans to address the challenges
•   Always monitor key KPI for improvement

Key performance indicators:
• Increase in profitability as well as market share.
• Proactively lead the partners in delivering products on time
• Ensure Innovation drives the product roadmaps that lead to delivery of relevant products in the market
• Always adhere to Compliances for both regulations and HSE

Core competencies, knowledge and experience
• Excellent analytical and logical reasoning skills translated from consumer insights
• Excellent communication skills
• Strong stakeholder management skills
• Ability to anticipate customer, competitor and market dynamics

Must have technical/professional qualifications:
• 2+ years' experience industry or functional experience.
• Bachelor degree in Computer Science, IT, Business Administration, Marketing, Economics or its equivalent
• Strong analytical skills and business acumen.
• Strong understanding of technology, non-telecom services or design of the same with intelligence to understand ways of generating revenue in smart manner as per company procedures
• Build and maintain relationship with key stakeholders in the value chain.
• Telecommunications experience would be advantageous.
• Strong understanding of managing projects.

Skills

- Modern Marketing Leadership
- Data Flow and Decisioning
- Digital Marketing Analytics
- Always on Marketing
- Data Analytics and Insights
- Social and Digital Marketing - Channels, Platforms and Tools
- Campaign Development and Management
- Business and Commercial Acumen
- Customer Centricity

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2.   JOB TITLE: Digital Services Executive

Iringa, Tanzania, TZA

Description
Role purpose:
- Manages all digital products and company's online channels
- Proactively work with both IT and CORPS on improving digital customer touch points.
- Manage and maintain in-house digital products and platforms.
- Ensure compliances on all services under the portfolio.
- Provide the necessary guidance and support to partners and other stakeholders
- Prepare daily, weekly and monthly reports for all services under the portfolio and track them versus business case and budget
- Develop a business relationship with other stakeholders from design to the launch of all products to ensure fully alignment within and outside the organization.

Key accountabilities
- Develop a strong digital portifolio
- Develop a working process on managing partners expectations while putting Vodacom interest first
- Proactively manage product life cycle under your portifolio
- Work with other teams within the commercial and technology functions in delivering to the fastest possible time to market
- Monitor the technology trends and provide the necessary inputs and changes to digital products and services
- Proactively learn the market trend and come up with the plans to address the challenges using digital solutions
- Always monitor key KPI for improvement

Key performance indicators:
- Increase in profitability as well as market share.
- Proactively lead the partners in delivering products on time
- Ensure Innovation drives the product roadmaps that lead to delivery of relevant products in the market
- Always adhere to Compliances for both regulations and HSE

Core competencies, knowledge and experience
- Excellent analytical and logical reasoning skills translated from consumer insights
- Excellent communication skills

- Strong stakeholder management skills
- Ability to anticipate customer, competitor and market dynamics

Must have technical/professional qualifications:
- 3+ years' experience industry or functional experience.
- Bachelor degree in Computer Science, IT, Business Administration, Marketing , Economics or its equivalent
- Strong analytical skills and business acumen.
- Strong understanding of technology, non-telecom services or design of the same with intelligence to understand ways of generating revenue in smart manner as per company procedures
- Build and maintain relationship with key stakeholders in the value chain.
- Telecommunications experience would be advantageous.
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Skills

- Modern Marketing Leadership
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3.   JOB TITLE: Network Engineer

Dar Es Salaam, TZA

Role purpose:
•Plan and dimension the GSM, GPRS, EDGE, UMTS, LTE (and later 5G) Radio Access
•Analyse and evaluate the architecture, configuration and performance of the GSM, GPRS, EDGE, UMTS, LTE (and later 5G) Radio Access Networks.
•Optimize the GSM, GPRS, EDGE, UMTS , LTE (and later 5G) Radio Access

Key accountabilities and decision ownership

•RAN KPI Analysis and Customer Complaint Handling: Routine analysis of RAN performance indicators and drive test logs in order to provide optimization recommendations to ensure optimal network performance. Lead the analysis, rectification and feedback of RAN related customer complaints – particularly from high value and/or corporate customers.

•Configuration and Record Management: Audit of RAN features, parameters and configuration database to ensure alignment with design. Maintain records, lists and reports as required to ensure compliance with the Vodafone, accuracy of the budget, and adherence to procurement specifications.

•Radio Network Planning & Capacity Management: RF nominal cell planning, evaluation and verification of new coverage and capacity sites with Managed Services operational planning team. Analyse RAN element and resource utilisation trends and proactively trigger capacity upgrades to achieve and maintain optimal capacity margins. Coordinate with Geo-Marketing team to analyse viability of new coverage sites and coverage enhancement sites by modelling coverage with respect to subscribers, traffic and services.

•Supervision and New developments: Assist in supervising the radio planning team in terms of network preparation for RFP/ HLD/ BOQ validation, coverage simulation and maps for 2G/3G/4G networks, new technologies/ solutions/ features trials, etc. Keep informed of new communication methods and developments that affect the industry, and recommend new practices or changes in programs or applications

•Responsible for specifying equipment: Creating design and layouts, and identifying appropriate frequency bands.

•Lead project meetings and make presentations. Routinely interact with clients to identify needs and requirements.

•Coordinate with suppliers and partners to generate performance reports for RAN, analyse the reports to identify performance gaps then develop an optimal solution.

•Create and maintain Database and inventories for RAN Technologies 2G/3G/4g and 5G including Hardware and Software life circle

Core competencies, knowledge and experience

•Excellent analytical and logical reasoning skills translated from technology insights
•Effective communication skills
•Ability to anticipate customer, competitor and market dynamics
•Planning, organizing skills and time management
•Attention to details and team player

Must have technical/professional qualifications:
•Minimum 2 years' experience in Radio Network operations/ planning / optimisation
•Basic knowledge on RAN KPI analysis/ RAN feature / parameter configuration and tuning
•University Degree in Electrical / Telecommunications Engineering
•Strong analytical skills
•Good knowledge of mobile telecommunications network architectures, particularly RAN technologies, interfaces and signalling.
•Must be able to work outside normal working hours when required to do so
•Willing to travel extensively and sometimes at short notice
•Project management knowledge and experience.

4. JOB TITLE: IoT Raptor and Commander Specialist

Dar Es Salaam, TZA

Role Purpose

The position of a Platform Specialist is a specialized role in IoT. You will be required to fulfil on all requirements across the two solution components, Raptor and Commander. The main focus of this role is to convert solution designs into data intelligence and visualizations across the UI's of the Technology Stack.

The Platform Specialist is responsible for configuring the edge devices on Raptor Edge UI, passing the data/telemetry to the cloud and then verifying it. Once the data is in the cloud they can go about configuring and contextualizing the data to prepare it for visualization in Commander Portal and Dashboard.

Requirements are electronic focused and not software focused for this role.

Key accountabilities and decision ownership

•Work with the Core Software Development, Professional Services and Raptor teams in improving the platforms and software on Raptors (feature requests, testing, feedback, noticing bugs, etc).

•Develop Digital Twin templates of solutions (specifically for Vodacom NoT Full Raptor Base Stations, Mini Raptor Base Stations, Mobile Generators) – from setting up RegEx for message gateway paths, creating functions, configuring triggers for alerts or updating of sire information, designing views and blueprinting what needs to be exported for reporting.

•Quality Assurance of installs and the data coming through on the platform (double check site information, view layouts, blueprint links, deal with client queries, etc)

•Configure devices and messages on the Raptor Portal – specifically to lessen the load on the platform;

•Training on the Commander platform (Portal and Dashboard): Internal training as well as client training on how to use the dashboards designed for them

Core competencies, knowledge and experience

•Strong interpersonal skills with superior written and verbal communication skills

•Extremely detail oriented and customer focused.

•A wide degree of creativity and latitude is expected

•Professional approach to time, costs and deadlines

•Ability to multitask across different projects.

Must have technical / professional qualifications:

•Bachelor's degree in Electronic engineering or electrical engineering fields

•3-5 years of solid experience electronic applications and interfaces
•Ability to learn and master new technologies with a technical and business aptitude
•Business and technical project experience with strong process analysis, design, systems thinking and documentation skills
•Excellent MS Office product knowledge

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5.   JOB TITLE: IoT Solution Integration Architect

Dar Es Salaam, TZA

Role Purpose
As an integration specialist you should ample knowledge of the upgrading technologies. The incumbent is proficient in various programming languages and looks into the data interfaces of the firm. Responsibilities include planning, executing, and managing the integration of new applications into the existing system throughout the enterprise

Key accountabilities and decision ownership
•Keep a track on integration projects and ensure that they meet business requirements and goals
•Fulfil the end user requirements
•Identify and resolve the system issues
•Making recommendation of the integration products and services by carrying out proper researches
•Collaborate with the vendors to identify the features that might be of value to HMA
•Work with the analysts, system designers, and business owners to lead in the integration testing phase
•Communicate with the software developers and engineers to address any problem in the program logic
•Checking for any issues with the operation of the new applications with the existing system software and applications
•Improve the business process by integration
•Minimizing the impact of integration on various existing processes
•Evaluating the results of the integration projects and preparing reports for the same
•Train the employees on new application features

Core competencies, knowledge and experience
•Expert in SOA messaging
•Extensive knowledge about even driven systems, schema, orchestration, mapping, and

ESB exception handling
•Expert in database engineering using Oracle/SQL development
•Knowledge about various architectures and protocols such as MOM, XSLT, SOA, UDDI, EDA, REST, XML, FTP, WSDL, and SOAP
•Expert knowledge about secure transmissions, digital certificated, and PKI
•Strong experience with data architecture and application architecture

Must have technical / professional qualifications:
•BEng Electronic or Computer engineering from a reputable university.
•Minimum 3-5 years of experience of application integration.
•Java / JEE, .NET Programming, and frameworks

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Must have technical / professional qualifications:
•BEng Electronic or Computer engineering from a reputable university.
•Minimum 3-5 years of experience of application integration.
•Java / JEE, .NET Programming, and frameworks

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6.   JOB TITLE: CSOC Support Engineer

Dar Es Salaam, TZA

Role Purpose
•To act as a first line support with the configuration, troubleshooting, monitoring, reporting and isolating problems for the enterprise customers.
•To provide technical support to ensure corporate customers with high service availability and reliability.
•To receive customer incidents calls from corporate clients that have solutions offered by Vodacom Plc and isolate the problem and take necessary actions for resolution.
•To manage incidents, problems, capacity, configurations, SLAs (Service Level Agreements), and changes for the customers that Vodacom Plc has acquired.
•To advise the customers accordingly and eloquently on their problems, and ensure that Vodacom Plc does not lose a customer because of after sale support.

Key accountabilities and decision ownership

•Make sure the service levels that we have with the corporate are met, through Service Level Management process.
•Ensure that the customers are always within their capacity and play advisory role as and when there is congestion through Capacity Management process.
•Proactively advise the customers in case there is availability issue through Availability Management process.
•To achieve SLA Mean Time To Resolution (MTTR), through Incident Management process
•Make sure root-cause analysis for all problems are done in a professional manner and are documented and advised to the customer through the process of Problem Management.
•Manages the network through Change Management process, and an up to date Configuration Management database for our customers.

Core competencies, knowledge and experience

•Working experience with IT systems.
•Working experience with Data networks.
•Experience in telecommunication industry is an added advantage.
•Excellent analytical and critical reasoning skills translated from customers queries.
•Good interpersonal communication skills

Must have technical/professional qualifications:
•Degree in Communication, Computer Science, Information Technology or its equivalence.
•Good knowledge of IP technology
•Knowledge on transmission networks.
•Computer Literacy conversant in MS Excel, PowerPoint and Word.
•Data entry into any database system.
•Knowledge of GSM and UMTS technology
•Knowledge of telecommunication systems
•Certified ITIL, CISCO, Huawei or Juniper equipment, or if not should commit to be certified in at most 3 months.

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7. JOB TITLE: Network Performance & Optimization Engineer

Dar Es Salaam, TZA

Role purpose:

•Overall accountability for Network Performance for all technologies
•E2E KPI tracking for all technologies

•Conduct quarterly drive test as per regulatory requirement
•Prepare both regulatory and group Network Performance reports

Key accountabilities and decision ownership

•Develop KPI tracker for all elements CORE, Transport and Radio Network
•Ensure best practice set of features are implemented in the network as per EWL
•Manage E2E network incidents like outages, degradation with proper RCAs
•Proactively determine the gaps from the MS team on addressing network quality and ensure consistency on reporting
•Work with engineering and operations teams on delivering the anticipated network quality
•Conduct quarterly Benchmarking Drive Test and produce reports for Regulatory submission
•RAN parameter audit and KPI performance reconciliation

Core competencies, knowledge and experience Long Description

•Excellent analytical and logical reasoning skills translated from Key Performance indicators
•Excellent programming skills
•Strong stakeholder management skills like TCRA, suppliers etc
•Ability to proactively detect faults
•Ability to manage customer complaints
•Able to challenge the status quo

Must have technical/professional qualifications:
•3+ years' experience industry or functional experience.
•Bachelor degree in Engineering, Telecommunications, Computer or its equivalent.
•Strong analytical skills and business acumen.
•Build and maintain relationship with key stakeholders in the organization
•Cloud and big data knowledge as an added advantage
•Project knowledge and experience would be advantageous.

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