



JOB DESCRIPTION

1. Role: Network and Infrastructure Manager

Job Location: Dar Es Salaam

Reporting to: Chief Operating Officer (COO)

Direct Reportees: None

Job Objective:

Network and Infrastructure Manager will play a crucial role in overseeing the planning, design, technology selection and implementation of GTL's Fibre, microwave, Facilities and IP networks. The primary focus will be on managing these aspects within allocated budgets, timelines and quality standards. The incumbent will be recognised as the technical design authority for fibre, microwave, facilities and IP/MPLS networks; and will ensure the optimal performance of networks to support services, customer satisfaction and revenue goals while meeting or exceeding company targets.

Key Duties & Responsibilities:

- Lead and manage the team of Network Architects
- Develop and manage the technology roadmap and architecture
- Set and manage the yearly budget
- Oversee network rollouts and remove blockages
- Develop standards, policies and processes for network planning, implementation and operation
- Improve the efficiency of resources through automation and standardisation
- Ensure networks are planned and designed according to best practices

- Work with Sales teams to understand demand and plan/develop networks appropriately
- Identify, select and implement OSS/BSS systems for network planning, implementation and operation
- Work with Products teams to develop technical documentation of new/existing products
- Work with Business Development teams on key initiatives
- Deputise for the COO as required

Minimum Qualifications:

- Bachelor's degree (or equivalent, master's preferred) in a technical field

Experience & Skills:

- Requires a minimum of 15 years of technical experience in the networking industry with at least 10 years in network engineering, network design role or equivalent
- Expert knowledge of OEMs and equipment capabilities relating to fibre, microwave, facilities and IP/MPLS technology
- Expert knowledge of planning, design and implementation of telecommunication networks
- Expert knowledge of OSS/BSS systems relating to fibre, microwave, facilities and IP/MPLS technology
- Experience in technical product development
- Experience in building systems and processes for the planning, design and implementation of fibre, microwave, facilities and IP/MPLS networks

Attributes

- Client-focused, relationship-builder
- Integrity, honest with high ethical standards
- Boundless, passionate and flexible
- Personal excellence, accuracy and attention to detail
- Collaborative, achieve results through teamwork and partnerships
- Strong analytical skills and ability to collate and interpret data from various sources
- Good English and Swahili language communicator with a natural aptitude for dealing with people

How to Apply

Qualified candidates are encouraged to apply by submitting their updated CV including three referees and a cover letter. Deadline for the application is **10th March 2024**. Applications should be sent to career@greentelecom.co.tz indicating the job position in the subject line.

JOB DESCRIPTION

2. Role: Products and Solutions Manager

Job Location: Dar Es Salaam

Reporting to: Chief Operating Officer

Direct Reportees: None

Job Objective:

The Product and Solutions Manager is tasked with expanding Green Telecom's client base through the creation and oversight of relevant products and services. Their responsibility involves optimizing the design and functionality of these offerings to enhance sales performance and meet client needs while ensuring high levels of customer satisfaction. Additionally, the Product and Solutions Manager plays a crucial role in the development and strategic management of Green Telecom's networks, as well as its data centre and colocation product portfolio. Their extensive knowledge of the Tanzanian, Sub-Saharan and global telecommunications industry positions them to shape the future of Green Telecom's connectivity solutions.

Key Duties & Responsibilities:

- Own the business plan for Green Telecom's service portfolio, including market and competitor analysis, product roadmap, pricing & launch strategies, financial projections, recommendations and actions for improvement
- Own the product lifecycle from ideation to launch and post-launch support, ensuring alignment with business objectives and customer requirements. Develop and manage product roadmaps for assigned product lines, including defining features, functionality, pricing and marketing strategies
- Lead and deliver product strategy, steering the direction of new product and service requirements, product improvements, etc
- Ensure product strategy is market-related
- Identify new business opportunities (enhancements, range extension, new product/service offerings, new channels to market, third-party alliances, etc.) and develop proposals for these opportunities
- Manage product budgets and track key performance indicators (KPIs) to measure product success and identify areas for improvement
- Be responsible for ensuring that all product documentation is in place, including (but not limited to):

- pricing template/guidelines
- sales collateral
- service availability tables
- technical specs
- Collaborate with cross-functional teams (engineering, sales, marketing, finance) to ensure seamless product development, launch and ongoing operations
- Communicate effectively with both technical and non-technical audiences, presenting product information in a clear and concise manner
- Monitor product performance, recommending corrective actions (e.g. pricing review, promotional program, sales analysis) if the product is underperforming
- Drive requirements for product marketing activity, contributing to the annual plan to build Green Telecom's profile and maximise sales opportunities
- Developing close working relationships with internal stakeholders and third-party vendors including customers, partners and industry regulators
- Provide strategic and financial input and direction to the company's annual business
- Keep abreast of the latest product and service developments within the industry

Minimum Qualifications:

- Experience in the telecommunications market and familiar with cloud computing and related technologies
- Knowledgeable about product, principles, concepts and the industry
- Decisive, visionary, and able to support decisions with research
- Flexible, working in-depth with different business functions
- A good collaborator, leader and diplomat
- Organised and able to work to deadlines and roadmaps
- Strong communication, presentation, and interpersonal skills
- Ability to work independently and as part of a cross-functional team
- A powerful and clear communicator with a variety of stakeholders at different levels of seniority and knowledge
- Good at persuasion and negotiation
- Able to analyse complex data and look for trends in the market
- Fair and objective when making decisions
- Understanding of data center architecture and operations
- Project management experience

Experience & Skills

- Minimum 5 years of experience in product management within the telecommunications industry
- Bachelor's degree in Business Administration, Marketing, Engineering, or a related field
- Strong understanding of subsea, terrestrial fibre and wireless technology, data centre operations, cloud and colocation offerings
- Technical background and experience in telecommunications SDH, DWDM, Ethernet and IP

- Proven ability to influence cross-functional teams without formal authority
- Demonstrate ability to manage multiple priorities and solve problems in a fast-paced environment
- Strong analytical and problem-solving skills with the ability to collate and interpret data from various sources
- Must be able to travel when required
- Proven track record of successfully developing and launching new telecommunications products and services that meet market needs and generate revenue
- Demonstrated success in defining, launching and managing telecom products and services
- Experience working in a fast-paced and dynamic environment

Attributes

- Client-focused, relationship-builder
- Integrity, honesty with high ethical standards
- Boundless, passionate and flexible
- Personal excellence, accuracy and attention to detail
- Collaborative, achieve results through teamwork and partnerships.
- An appreciation of the African continent's telecommunications markets

How to Apply

Qualified candidates are encouraged to apply by submitting their updated CV including three referees and a cover letter. Deadline for the application is **15th March 2024**. Applications should be sent to career@greentelecom.co.tz indicating the job position in the subject line.