



# 1. **JOB TITLE: Manager: M-Pesa Payment Systems Support**

Dar Es Salaam, Tanzania, United Republic of

## **Job Description**

What you'll do

### **Role purpose:**

Responsible for M-Pesa Payment gateways end to end operational support, design & implementation of M-Pesa Products

### **Key accountabilities and decision ownership**

- Perform System Management (M-Pesa payment gateway)
- Perform the systems incident, problem & change process with internal and external stakeholders.
- Perform and maintain the system security.
- Business Continuity Management
- Integration of 3rd parties to the system
- API Builder Development, Implementation & Support
- M-Pesa gateway project & product support

Who you are

### **Core competencies, knowledge and experience**

- BS. Computer Science or BS. In Telecommunication with Computer knowledge
- Knowledge of Mobile Money & GSM
- Knowledge of relational database, preferably Oracle, SQL/MP
- Web Services & SSL/TLS Communication
- Agile and lean programming and development of software systems in Web-scale

environments

- Experience with CI/CD supporting tools (Bamboo, Docker, Atomic, Artifactory, Bitbucket, SonarQube)
- Project Management skills
- Strong stakeholder management skills

**Must have technical/professional qualifications:**

- B.Sc. in Computer Science or Equivalent with 4 years minimum of solid relevant exposure, with MBA as an added advantage.
- ITIL Certification will be an added advantage.
- Skilled with project development, implementation, monitoring and evaluation,
- Experience working with multiple programming and markup languages, such as HTML, CSS, JavaScript, Java, Ruby, SQL, XML, JSON, and Python, and paradigms such as object-oriented-, even-driven-, procedural-, functional-, and declarative programming.
- Strong analytical skills and business acumen.
- Extensive experience in the IT and telecommunication industry
- Build and maintain relationship with key stakeholders in the value chain.
- Telecommunications experience would be advantageous.
- Project knowledge and experience would be advantageous.

**APPLY HERE**

## **2. JOB TITLE: System Admin: Contact & Digital Channels**

Dar Es Salaam, Tanzania, United Republic of

### **Job Description**

What you'll do

**Role purpose:**

System Administrator: Contact centre and Digital Channels is responsible for the administration and management of contact centre systems, IVR, digital care and social media channels, knowledge base portals for the agents servicing the customers, customer surveying platform and administration of the automated testing.

**Key accountabilities and decision ownership**

The person in this role will be responsible for the following;

- Administration and management of contact centre system by ensuring IVR flows are developed, tested, deployed and continuously evolved as per business requirements, architecture underlying the contact Centre solution is well maintained, always available, operates under optimal conditions and offers redundancy at all times. Ensuring the customer surveys are sent on timely manner and evolved overtime to meet the customer and business needs.

- Administration and management of social media and digital channels by use of Artificial Intelligence, NLP technologies, and cognitive machine learning in order to Maintain and enhance social media, voice biometrics and chatbot platforms to meet changing needs as well integration of these platforms with other third parties
- Ensuring security patches, vulnerabilities, change managements, checklists, user reviews and compliance within the customer experience section are within the SLA
- Timely management and resolution of all problems, incidents request from all stakeholders as per agreed SLA

## Who you are

### **Core competencies, knowledge and experience**

- Good Analytical and problem solving Skills
- Good communication skills, team player and can experience and learn fast
- Curious about automations and artificial intelligence
- Detail oriented and able to apply critical thinking whilst operating with precision.

### **Must have technical/professional qualifications:**

- B.Sc. in Computer Science/ Computer Engineering or Electronics and Communication science IT Systems administration.
- 1-3 years' experience in the telecommunication/ IT environment with good knowledge on contact center and social media solutions
- Working experience in Artificial Intelligence, NLP technologies, Automations and cognitive machine learning
- Working experience on programming languages such as java as Application Programming interfaces such as Json, Soap UI
- Working knowledge on RDBMS Databases - MS SQL Server, MySQL, Oracle, Maria etc.
- Working knowledge on Windows Server 2016 and above, Red hat UNIX/Linux Operating Systems, Load balancers.
- Prior Experience in contact centers and social media channels is an added advantage

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## **3. JOB TITLE: VAS Software Integration Engineer**

Iringa, Tanzania, United Republic of

## Job Description

### What you'll do

#### Role purpose:

•Responsible for software development, Integration, support, and maintenance of all systems under VAS Applications portfolio.

#### Key accountabilities and decision ownership

Key accountabilities and decision ownership

- Develop and maintain software in line with Vodacom software development life cycle and standards.
- Oversee systems/applications configurations and ensure their security in line with VTL standards, policies, procedures, and industry best practices.
- Manage systems problems, Incidents, and requests as per the SLA and responsible but not limited to Business Continuity Planning/Disaster Recovery Planning of all systems under his/her watch but also oversee systems capacity, Backup & Restore for optimal provision of services
- Collaborate with backend systems' teams to ensure proper implementation and integration of the solutions.
- Attend Projects related to the VAS Applications' and IT and Billing and Vodacom at large.

### Who you are

#### Core competencies, knowledge, and experience

- Excellent knowledge around REST APIs.
- Software incident and problem management.
- DevOps culture, processes, and tools.
- Continuous integration and continuous delivery methodologies and tools.
- Unit, integration, smoke and static code analysis testing.
- Backlog item estimation
- Vast knowledge around HTTP, DNS, Web socket, protocols, FTP, SSH, SMPP etc
- Excellent Version controls systems(VCS) knowledge.
- Knowledge and experience in multiple programming and markup languages, such as HTML, CSS, JavaScript, Java, Ruby, SQL, XML, JSON, YAML, C, Golang and Python, and paradigms such as object-oriented-, event-driven-, procedural-, functional-, and declarative programming.
- Vast knowledge of RDBMS and non-RDBS Databases i.e Maria DB, Oracle, MongoDB etc
- Vast knowledge of Operating systems such as LINUX, Windows servers, Unix etc.
- Good knowledge and experience with shell scripting
- Software development skill is an added advantage.
- Strong knowledge aound Cloud-native architectures, including public cloud PaaS / IaaS, micro-services architectures, API.
- Flexibility to deal with changing projects and priorities in a short space of time.
- Strong problem-solving skills and ability to learn new methods and processes.
- Good analytical troubleshooting skills excellent technical, analytical and communication skills.
- Self-Motivated Individual with the ability to work in a team and on own initiative.
- Strong communications skills, with the ability to distil difficult technical concepts into simple and actionable modules.
- Strong time-management skills, with the ability to juggle multiple balls, and comfortable working under pressure.
- Good understanding of the business capability / user journey, wider organizational goals, and desired product business outcomes.
- Understanding of both the current Telecommunications and digital services market and emerging business and technology trends

**Must have technical/professional qualifications:**

- Bachelor's degree in computer science/Engineering, Information Technology or its equivalent.
- 2+ years' experience in programming languages such as visual basic, C#, C/C++, Python, JavaScript, ASP, PHP, Java, Go
- Experience working in cloud-native environments.
- Experience developing and consuming APIs.
- Experience working with agile methodologies, such as Scrum, Kanban, XP, LSD, and FDD would be an added advantage.
- Telecommunications and Project Management knowledge experience would be an added advantage

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