JOB TITLE: Head of Business Solutions

Dar es Salaam, Tanzania

Airtel Tanzania PLC wishes to recruit for a **Head of Business Solutions.** The role reports to the Business Enterprise Director in Business Enterprise Department. The Incumbent will be responsible for;

- Provides the required and much needed Technical and Network related support to the Enterprise services Business for on-time and efficient Service delivery with seamless operation.
- Supports with comprehensive proposals for all Enterprise services offered to customers
- Coordinates technical requirements with Enterprise Networks team to ensure a timely response to customers on all requests Works closely with project manager to ensure timely service delivery for all customer projects

The Role Holder duties will include but not limited to:

1. Customer Requirement Analysis

- Leadership of the function supporting the sales \ teams in analyzing customer requirements, providing solution design and liaising with networks to deliver on customer requirement

2. Prompt and effective solution delivery

- Responsible for the initial Solution Design and client site survey for all Enterprise Projects.
- Coordinate with all relevant internal and external stakeholders in 3rd order to deploy Enterprise Solutions and for Enterprise Core Network Maintenance and Support.
- Coordinate closely with Network Services Team for delivery of enterprise solutions orders trouble ticket resolutions, logging and closure.
- Lead the teams attending to technical sales meeting along with Sales Managers in order to capture client's request for service provisioning.

- Maintain a consolidate national project tracker for all ongoing Enterprise services implementation from Order to Completion in close coordination with Network teams and publish such tracker periodically for the benefit of sales and enterprise team.
- Provide all required documentation including approval process for implementation kick-off of all Enterprise service provisioning (CRF and any other supporting documents).
- Provide the Enterprise Sales Team with the Job Completion Certificate for customer concurrence and endorsement to mark the completion of service provisioning and billing commencement.
- Coordinate the billing and invoicing of Enterprise Customers based on signed Job Completion Certificates.

3. Strong Support Structure

- Lead teams to drive the resolution of all Enterprise Link Outages and faults in coordination with Enterprise Network Team with regular updates on resolution paths and action plans.
- Ensure proper quality assurance on all 3rd party installations on Enterprise Client sites.
- Lead the Coordination of technical support activities during and after Enterprise Service Implementation.
- Support actual implementation and service provisioning as required as and as subset of outage resolution on client site.

4. Service level agreement compliance

- High Compliance with the MTTR Clause in the contractual agreement with clients.
- Ensures prompt resolution of Network related issues in order to maintain the maximum service availability. (Avoid Unnecessary Revenue deduction).
- Lead the Compilation of all outage reports for Enterprise customers and make it available Sales tams for reconciliation of such report with the customers when required.
- Assist with other documentations which might be required to keep track of Enterprise circuits and database including Technical and commercial details.

5. Team Management

- Provide clarity of purpose to team members
- Ensure effective prioritization of product development activities and alignment of such to the overall SBU and companywide objective
- Coach, mentor and guide team members, ensuring high motivation and engagement

- Put in place training and development plan for members of the team

Academic and Qualifications and Experience:

- Bachelor's in computer science engineering, Electrical Electronics with Computing Option or any other IT related courses
- Professional qualifications in Networking such as CCNA, CCNP or higher will be an added advantage
- 5-7 years of work experience with 3-4 years of relevant experience in Telecom Industry. 2 which has to be at supervisory level.
- Relevant experience in IT/telecom enterprise services networking environment will be preferred.
- Extensive knowledge of Microsoft office suite (Project, Word, Excel, Visio and Power Point) will be required.
- Able to operate as matrix manager in coordinating people and technical resources from

multiple areas of the company

- Strong technical aptitude & IT savvy
- Strong communication skills
- Strong analytical skills able to draw conclusions from data, management of information and trends

Competencies and Behavior:

- Able to operate in a performance driven organization
- Good organizational and teamwork skills
- Self-motivated, enthusiastic, energetic
- Attention to detail
- Confident, assertive with good negotiation skills
- Excellent time Management Skills
- Customer-centric

Only shortlisted candidates will be contacted.

We are an equal opportunity employer and value diversity. We therefore do not discriminate against applicants on the basis of, among others, their race, disability, their race, disability, religion or gender. All employment opportunities are decided on the basis of qualifications, merit and business need

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