



## **1. JOB TITLE: Enterprise Service Account Manager**

### **Dar es Salaam, Tanzania**

Airtel Tanzania PLC wishes to recruit for an Enterprise Service Account Manager. The role reports to the Customer Experience Director in Customer Experience Department. The Incumbent will be responsible for :

- Build a one-to-one relationship with Strategic & High Value Enterprise customers based on an understanding of their business industry & environment.
- This role involves going beyond brand building for Enterprise products/ services and adding value to Enterprise business by creating a personal, holistic and integrated service experience for the customer.

### **The Role Holder duties will include but not limited to:**

1. Implementation of the CSM (Client Service Management) Organization & SAM Strategy for the Airtel Enterprise Services with the customers.
2. Implementation of Network Performance Measures & Undertake Periodic Reviews of Customer network Performance
3. Deliver Root causes analysis following major outage, based on data provided by the NOC and L2 operations.
4. Identify and Deploy Measures to Improve Service Levels
5. Develop & Nurture Relationships with relevant people at Client Organization.
6. Organize a monthly service review with corporate customers, share monthly reports on outages versus SLA, network usage, capacity planning, changes, advise customers.
7. Identify opportunities to shore up recurring revenue opportunities in collaboration with account manager

### **Academic and Qualifications and Experience:**

- Bachelor's in engineering/technology (Telecommunications/Electronics & Communication).
- 8-10 years of technical operations and Customer Facing experience
- Analytical skills – use of facts & data, problem solving/solution orientation
- Proficiency in MS Office
- Understanding of Telco Products & connectivity medium (Fiber, RF, Satellite etc)
- Understanding of Telco Network Operation, IPs, routing etc
- Good Communication skills & mandatory fluency in OPCO local language
- Customer Focus and Customer first attitude
- Commercial acumen
- Perseverance and go getter attitude.
- Collaborative relationships building & working
- Self-Management and Personal Development

### **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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## **2. JOB TITLE: Key Account Manager - Northern Zone**

Arusha, Tanzania

Airtel Tanzania PLC wishes to recruit for a Key Account Manager - Northern Zone. The role reports to the Head of Regions and SME in Business Enterprise Department. The Incumbent will be responsible to acquire quality business customers to contribute towards the Organisation's acquisition targets for Gross Adds – Voice (postpaid/Manual top)/ Data – Fixed and mobile. Acquisitions from competition and new entrants in the market.

### **The Role Holder duties will include but not limited to:**

1▪ Capture Businesses from Competition/ new entrants in the market.

- Establish an evolving target list of organizations not in Airtel Tanzania's books – new entrants or from competitors
- Plan Effective and Call Plans
- Understand the needs of prospective customers
- Create and do sales presentations to match the company's products/services with identified needs
- Provide solutions to products/services through face-to-face contact
- Write and follow up on Tenders and proposals.
- Knowledgeable of Airtel Tanzania's products/services to facilitate sales efforts
- Maintains sales records and prepares sales reports

2.Increase share of wallet;

- Establish an evolving target list of organizations not in Airtel Tanzania's books – new entrants or from competitors
- Plan Effective and Call Plans
- Understand the needs of prospective customers
- Create and do sales presentations to match the company's products/services with identified needs
- Provide solutions to products/services through face-to-face contact
- Write and follow up on Tenders and proposals.
- Knowledgeable of Airtel Tanzania's products/services to facilitate sales efforts

- Maintains sales records and prepares sales reports

### 3.Minimize debts .

- Work with contact person and proactively keep the account debts to a minimum.
- Be innovative

### 4.Minimize churn at account level

- Suggest products and or services to be developed with marketing department.
- Determine ways to differentiate from competitors
- Work with management to identify up sell opportunities
- Maintain a regular schedule of contact
- Cement relationship with clients
- Assist marketing with design and promotional strategies

## **Academic and Qualifications and Experience:**

- Bachelor's in business administration, Marketing, Finance, Business, Commerce Administration or Equivalent
- 3- 5years' experience on managing corporate business/ SME Sales
- Experience from Banking, Financial Services and Insurance
- Able to handle, prioritize, multiple project simultaneously
- Able to operate as matrix manager in coordinating people and technical resources from multiple areas of the company
  
- Business awareness
- Strong analytical skills and problem-solving skills
- Excellent planning skills
- High person standards and goal oriented
- Excellent interpersonal skills
- Excellent and effective communication skills, both orally and in writing

## **Competencies and Behavior:**

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### **3. JOB TITLE: Transmission Planning Fiber & IP Engineer**

**Dar es Salaam, Tanzania**

Airtel Tanzania PLC wishes to recruit Transmission Planning, Fiber & IP Engineer. The role reports to the Head of Transmission Planning in the Network Department. The primary purpose of this role is to work with Airtel Africa OpCo operation to define and develop next generation OpCo transmission network that will be designed to carry IP traffic- mobile voice, fix line voice, internet, mobile, 2G/3G/4G/5G services and other internal services and enterprises services.

**The Role Holder duties will include but not limited to:**

1. Network architecture and design.

- Definition of network reference architecture design for Airtel OpCo transmission and transport networks to support IP based mobile voice /data, enterprise and other service, with the aim at delivering clear design targets to Africa operations to plan and execute against. Identify and evaluate converging technology opportunities as well as study and evaluate market trends that apply directly and indirectly to Airtel Tanzania.

## 2.Operation plan validation.

- Review and validation of plans generated in Airtel OpCo against the strategy articulated in the reference architecture design, against the budget allocation, and against efficiency targets for final approval for execution.

## 3.Vendor selection and management.

- Responsible include evaluation of and selection of vendors for transmission and transport network solutions, considering vendors current position within the airtel product portfolio, strength of technology offering, and positioning of the vendor in the Africa continent as well as organization needs into the future.

## 4.New technology evaluation

- This includes but is not limited to point-to-point PDH/SDH microwave transmission, SDH/DWDM fiber transmission, VSAT, point to multi- point microwave, and ILD connectivity for Africa. To formulate and assist in creation of strategy, design, planning and optimization of Transmission network to achieve a cost-effective network design and rollout aimed at providing adequate Transmission network capacity, high grade/ level of service. To formulate and direct design specifications(s) and value engineer of Airtel Africa Transmission network

5. Any other duties as may be assigned from time to time.

## **Academic and Qualifications and Experience:**

- Bachelor's in engineering/technology (Telecommunications/Electronics & Communication).
- 5 years of versatile experience in Operations, Optimization and Planning of Transmission Networks.
- Deep understanding of latest technological trends in Transmission Network, including classical PDH, SDH, ATM, IP systems, etc.
- Extensive experience in planning robust and resilient microwave and fibre optic transmission and transport network for 2G, 3G, 4G & 5G in emerging markets.
- Knowledge of SDH/DWDM, microwave and optical transmission, VSAT, ILD planning, Microwave tool, 2G/3G/4G/5G access network planning. topology and capacity planning, IP/MPLS networks, and carrier Ethernet network.
- Experience at a multinational telecom operator designing IP/TDM transport solutions to carry 2G/3G/4G/5G traffic, voice and broadband service in profile of strategic and tactical planning, network design, technology evaluation, product development and operation for minimum of 5years is required.
- Deep knowledge of product lines and solutions from the major transmission solution vendors, with an understanding of the key strength, weakness and difference between them.
- Strong analytical skills
- Strong Organizational
- Strong communication and Interpersonal skills.
- Character / disposition sought
- Some of the characteristics sought are detailed oriented, strong interpersonal skills, pro-active, team player, non- confrontational, multicultural sensitivity, good communicator, resourceful, multi- tasking

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