

NEW VACANCY

Let's grow together, become our

SERVICE MANAGEMENT SPECIALIST.



Bachelor Degree in Engineering, Technology/ICT or related field.



2 years experience in Operations, Customer Service & Project Management.



CORE RESPONSIBILITIES

- Ensure consistent and timely delivery of telecommunication services to B2B clients.
- Day to day monitoring and reporting on SLA compliance metrics and ensure timely escalation to the correct channels for resolving any SLA violations.
- Ensure clients are regularly updated on issue resolution timelines and progress through regular communication.
- Coordinate with sales, service delivery and customer support teams to meet SLAs.
- Coordinate with service delivery and support teams to ensure RCA (Root cause Analysis) are prepared in line with operational guidelines for clients, internal & other key stakeholders.
- Conduct periodic service review meetings with clients to understand the performance of our services in line with contractual obligations.
- Coordinate the timely resolution of issues reported by clients during periodic reviews or through engagements with our customer touch points.
- Coordinate with relevant functions the monitoring and analyses of key client success metrics, including churn rates, MTTR, FRT, FCR, Net Promoter Scores (NPS), and customer satisfaction levels (CSAT).
- Represent the voice of the customer internally by working with cross-functional teams to address client concerns and improve service delivery.

CORE COMPETENCIES

- Strong leadership and team management capabilities.
- Highly analytical to understand trends, isolate issues and propose solutions.
- Strong stakeholder management skills.
- Effective communicator, presenter

"We are committed to equal employment opportunities and unbiased treatment of all individuals in all employment practices". Only shortlisted applicants will be contacted".

If this description corresponds to you, grow with us by applying before **January 28, 2025**

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NEW VACANCY

Let's grow together, become our

HEAD OF FINANCIAL PLANNING AND ANALYTICS.



Bachelor's Degree in Accounting/Economics. Must be a holder of a CPA(T) or an equivalent qualification. Master degree is an added advantage.



A minimum of 10 years of finance and accounting experience with progressive responsibility, especially with exposure to international operations



CORE RESPONSIBILITIES

- Routinely communicate business unit and company consolidated financial and operational performance trends, historical and forecasted, using appropriate metrics. Suggest trends, resulting implications, key actions, and strategic implications.
- Gather and assess information about the industry and market trends, competitive threats, available opportunities, and advice the management.
- Analyse and evaluate the strategic and financial impact of new business opportunities including new service offerings.
- Identify and monitor key business operating metrics to ensure successful value creation relative to expectations.
- Review business plans and perform financial feasibility analysis for special projects / customized sales.
- Participate as a key thought leader of financial planning & analytics team, influence decision making and identify financial priorities.
- Ascertain the accuracy and effectiveness of the finance accounting consolidation, closing process and treasury operations through analytical review and analysis.
- Develop and execute processes to allow routine analytical reviews of company financial and operational performance, leveraging business unit analytical resources and tools.
- Lead the annual operating plan and budget process for the company.

CORE COMPETENCIES

- Significant experience managing people, with strong, professional communication and writing skills.

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NEW VACANCY

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LEGAL MANAGER.



Bachelor of Laws.

Master of Laws is an added advantage.



An Advocate with 10 years post qualified experience in civil litigation in the courts in Tanzania.



CORE RESPONSIBILITIES

- Manage and supervise legal activities of the company.
- Head the legal and contract support function and provide operational support including interaction and legal advice and guidance to various departments in the company.
- Manage the contract portfolio of the company and coordinate legal support where needed.
- Advise and manage on efficient and effective legal, contracts and contract management system.
- Responsible for assigning, reviewing and supervising legal and contract work.
- Work closely with litigation manager and external counsel on related cases and matters.
- Ensure company compliance with the laws including changes in the laws and registrations.
- Ensure department milestones and goals are met and manage the budget and reporting.
- Advise on business decisions and manage risks to help protect the company from potential lawsuits.
- Assist with company secretarial administrative work and registration.

CORE COMPETENCIES

- Experience in working at senior level managing a varied portfolio in the corporate world across various industries.
- Experience in Company Secretarial work.
- Experience working on wide range of contracts, particularly technical and procurement.
- Preferred knowledge of related products and services in various sectors.
- Able to work independently and organized.

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NEW VACANCY

Let's grow together, become our

GO-TO-MARKET & PRODUCTS CATALOG MANAGEMENT SPECIALIST.



Bachelor Degree in Business Administration, Marketing, Engineering, Technology or related field.



5 years experience in Product Management, Marketing, Project Management preferably in Telecom/ICT.



CORE RESPONSIBILITIES

- Lead Project manager for all approved B2B GTM initiatives in line with organizational objectives.
- Support the development of comprehensive GTM strategy for new product launches and service offerings, ensuring alignment with overall business objectives.
- Define and implement GTM framework for all B2B products (Mobile, Fixed/ICT, and VAS).
- Develop and maintain GTM timelines, ensuring product launches meet deadlines and align with business objectives.
- Monitor product lifecycle stages and manage updates to the catalog accordingly.
- Oversee and track the execution of all projects and initiatives within the Marketing and Products unit.
- Develop detailed project plans, including timelines, milestones, and resource allocation.
- Analyse and streamline GTM and project management processes to reduce time-to-market for all Yas Business products and services.
- Develop and track key performance indicators (KPIs) for GTM initiatives, ensuring all objectives are met.

CORE COMPETENCIES

- Highly organized with excellent project management skills.
- Strong analytical skills with the ability to identify trends and recommend solutions.
- Exceptional communication and presentation skills.
- Strong stakeholder management and ability to work collaboratively across teams.

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NEW VACANCY

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HEAD OF B2B PRE-SALES ENGINEERING.



Bachelor Degree in telecommunication, computer science, computer engineering and/or business administration.



Minimum 10 years experience of proven presales solutions & products development in a technology driven organization.

An MBA will be an added advantage.



CORE RESPONSIBILITIES

- Lead the team in crafting bespoke, customer-focused solutions that address client challenges and opportunities.
- Develop and execute a robust pre-sales engineering strategy aligned with the organization's B2B objectives.
- Attend regular key client engagement meetings to understand customer needs and craft solutions.
- Oversee the BID Management unit in preparing competitive, high-quality bid proposals that meet client requirements and timelines.
- Risk management – ensuring all risks are understood, mitigated, or accepted by the appropriate stakeholders.
- Develop the business technology requirements in line with the annual budget and organization strategy in coordination with Marketing, Sales, and Technology department.
- Ensure there is a mid, long term technology requirement road map aligned with the evolving needs of the market and the organization vision.
- Support the chief business officer on the management of the units CAPEX budget.
- Establish key KPIs that can monitor the effectiveness of the unit's performance in line with the business objectives.

CORE COMPETENCIES

- Ability to create tailored solutions to meet Client needs, translate into a proposal and draft contractual agreements to meet Client SLAs.
- Highly analytical to understand trends, client needs and propose effective solutions.
- Strong communication & stakeholder management skills.

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