

# Employment Opportunities



TelOne is going through a business transformation process and would require suitably and qualified personnel to fill the below vacant and strategic positions that have been created in the new structure.

## Principal Engineer Innovation

**The Incumbent will be responsible to the Innovation Executive.**

To Lead a team of Innovation Engineers and Solutions Architects in the research, discovery, and development activities to drive innovation for new business or product lines, improved processes as well as current product portfolios and technologies.

### Major Activities of the Job

- To drive the innovation process through trialling new ideas, discovering opportunities and advancing concepts which lead to new or improved product offerings.
- To carry out the design of products from concept brief to practical solution, including determination of product/service performance criteria
- To identify opportunities for exploiting and managing new and fast changing technologies to develop new business lines or products for the organisation
- To design, scope, plan (including requisite budgeting) and implement new solutions trial projects exploiting new technology opportunities.
- To monitor time and dollar expenditures to ensure the trial projects remains within budget
- To research, analyse and monitor financial, technological and demographic factors to capitalize on market/new business opportunities which trial projects should remain within the budget.
- To prepare, present and defend discovery analysis and recommendations to relevant authorities for investment decisions.
- To generate comprehensive and coherent research and development reports that capture all relevant information essential for business investment decisions
- Prepare annual budgets and manage operational costs for the section.

### Qualifications and Experience

- Degree in Telecommunications/Electrical/Electronic/Computer Science/ Information Systems or equivalent
- Experience in working with IP based systems
- Experience in working with client business systems/applications and the value of ICT solutions to the end user
- 5 years relevant experience working in the Telecoms Environment.
- Professionally registered with ZIE & ECZ.
- Project management experience.

### Competencies

- Ability to collect, interpret, and/or analyse complex data and information.
- Ability to operate across the business and in different environments and cultures
- Capacity to conceptualize financial concepts and ability to conduct basic financial analyses.
- Good judgment with the ability to make timely and sound decisions.
- Sound negotiation skills and ability to meet deadlines,
- Client Focus Skills.

## Information Systems Value Added Services Manager

### The Incumbent will be responsible to the Information Systems Head.

To provide end-to-end management of the VAS service portfolio and platform capabilities from identification to commissioning, delivery management and decommissioning of services offered by the company. The incumbent be responsible for development of an approved VAS plan for the business including targets and required resources and for the day to day management of the company resources to maximize returns from the VAS service platform.

### Major Activities of the Job

- Conceptualize, design and monitor procedures to manage all VAS & IN platforms; preparation/ analysis of Logs (Cloud, Downloads, VOIP, Content, etc)
- Develop mobile, open source and web applications
- Develop documentation process and procedures for managing VAS Systems/Network and provide the necessary information required for implementation
- Planning/ implementation of systems and network checklists- perform engineering level network and system planning and design for all VAS Systems
- Develop a global security plan to ensure safety of data and access to the platform.
- Manage all IS VAS infrastructure and security as well as implementation of network upgrades
- Ensure systems/ servers are always up, running and backed up
- Liaise with technical partners on interface issues with the telecommunication networks
- Participate in vendor selection process including: requirements gathering, RFQ issuance, vendor evaluation, procurement, etc
- Exploit new technologies and keep abreast of all new developments in the field of networking, system development, open source and communication.
- Manage business development activities, customer relations and support issues.

### Qualifications and Experience

- Bachelor's degree in Computer Science/ Electronic Engineering/ Technology related field.
- Familiar with VAS equipment's and platform
- Familiar with telecommunication technology architecture
- Working knowledge of Microsoft IIS and ASP.NET, Java, Apache, Tomcat; Web/ Internet content filtering. Virtualization technologies, Linux, Unix, Windows Server, Asterisk, VOIP Technologies, Huawei IMS, Service Delivery Platforms, IOT
- Working knowledge of Server Technologies, Data Centre Technologies, Enterprise Security and Cloud Services
- Strong technical background with a flair for technology management.
- Minimum 5 years' experience in IT solutions development, open source deployment, Billing Management or infrastructure management

### Competencies

- Planning, analytical, stakeholder and project management skills
- Network Optimization: High speed LANs based on fast Ethernet technologies, Local to WAN connections, wireless LAN, TCP/IP and other protocols
- Programming skills (C# and / Java); Operating systems/Database: Windows (2008, Red-Hat Linux (Shell Scripting), Oracle DB, SQL, Php, Java)
- Hands on experience Linux, Unix, Windows, Vmware, Microsoft HyperV, Fusion Sphere
- Experience developing VAS Platforms and products and services
- Microsoft Application Suites: Office 2003 (English), Visio and Project
- Hardware: Administration and setup of Intel / Dell/HP/IBM/Huawei servers.
- Good communication skills and strong customer – centric focus.

## Solutions Development Manager

### The Incumbent will be responsible to the Information Systems Head

The Solutions Development Manager identifies the organization's software requirements from the organization's objectives (Strategic, tactical and operational) and is responsible for envisioning the technology processes (*solutions*) that address the same and initiating software development projects to that end.

#### Major Activities of the Job

- Identify opportunities for software solutions to support company strategies and other types of business objectives e.g. CRM systems to support an organizations customer relationship management strategy.
- Identify suitable delivery channels i.e. either to develop in-house, get off the shelf or hire consultants to do the job.
- Ensure that software development project requirements are well scoped against the resource (time, financial and human) constraints of the project. The project must be managed during its project cycle and between versions of the product, delivering on time and within all other project constraints.
- Determine quality policies, objectives, and responsibilities so that the project will satisfy the needs for which it was undertaken.
- Planning, estimating, budgeting, financing, funding, managing, and controlling costs so that the project can be completed within the approved budget.
- Conduct risk management planning, identification, analysis, response planning, and controlling of the risk on a project.
- Identify, define, combine, unify, and coordinate the various processes and project management activities within the Project Management Process Groups.
- Identify all people or organizations impacted by the project, analyzing stakeholder expectations and impact on the project, and developing appropriate management strategies for effectively engaging stakeholders in project decisions and execution.
- Coordinate and check whether all reported faults/queries have been promptly resolved by Solutions Architects.

#### Qualifications and Experience

- Bachelor Business Studies and Computing Science, BSc Computer Science, Software Engineering.
- Professional Certification in Software Project Management from a recognized professional board such as Prince 2 or MS SPM is an added advantage.

#### Competencies

- Software project management and engineering skills
- Business acumen analysis skills.
- Software programming skills (Microsoft Visual Studio, Java, Angular, Ionic, Php)
- Mobile Application Development skills
- Collaboration Platform Development

## Value Added Services (VAS) Specialist

### The Incumbent will be responsible to the Customer Services Application Manager

To develop, implement and provide maintenance of value Added Service as agreed with Sales and Marketing.

#### Major Activities of the Job

- To develop, introduce and implement Value Added Services as agreed with Retail Division as well as the maintenance of Value Added Service Platforms (VASP) assuring proper dimensioning and Quality of Service.
- Deployment, monitoring, troubleshooting, SLA/OLA management of VAS products and services.
- To ensure the service delivery is meeting the business and operational standards.
- Maintaining a close relationship with the respective departments to be aware of any changes to or additions to the current scope of the services.
- Provide technical expertise on MMS, WAP, Video Streaming, GPRS and OTA services.
- Develop technical proposals for the Messaging Services as per the TelOne Wireless Roadmap.
- Perform feasibility studies from a GSM/GPRS/UMTS/VASP point of view for the VAS Services.
- Develop an RFQ for any new service and evaluate offers based on technology, capacity and cost.

- Set up Project Plans and follow up these during implementation of VAS Services.
- Ensure Messaging Services are introduced within the allocated budget and according to contracts.
- Propose optimization and modification of existing and new services and ensure quality of service is maintained after the service is launched.

### **Qualification/ Experience**

- Bachelor's Degree in Computer Science/ Information Systems
- At least 3 years' experience in ICT
- Sound knowledge of Microsoft Windows and UNIX/Linux/SUN Solaris, Oracle 10g/11g/12c or MS-SQL, JAVA based applications, UNIX shell scripting.
- Experience of Telecommunication, IMS, IT, VOIP and VAS concepts.
- Experience in Data Services, Mobile services, IP an VOIP Services, and Messaging Services.
- Experience Managing and Deploying Open source systems, Asterisk Based VOIP Systems and IMS
- Significant experience in SLA based working.

### **Competencies**

- Good negotiation and communication skills.
- High level data analytical skills.
- Good presentation skills.
- Strong verbal and written communication skills.
- High level of attention to detail and interpersonal skills

## **ICT Solutions Architect**

### **The Incumbent will be responsible to the Solutions Development Manager.**

Carry out research, discovery and analysis activities on ICT products, standards, trends, legislation and technology with a view to design new and innovative business solutions to meet client and strategic requirements for TelOne's product or service portfolio. The incumbent will be accountable for delivering highly impactful analysis and conceptualization, leading to improved market share and competitiveness.

### **Major Activities of the Job**

- To define an effective solutions design framework for new product or service development and testing
- To assist in the design of solutions for new products from concept brief to practical solution, including determination of product/service performance criteria
- To translate proffered ideas into solution requirements for new product development and testing
- To provide in-depth technical expertise throughout research, discovery, design and development of solutions for new product/service.
- To provide general technical support on new products and materials both internally and externally
- To design and implement experimental techniques for testing and improving the performance of new products or services
- To investigate and explore new technology and concepts for potential application within TelOne product or service portfolio and adjacent spaces, driving market leadership and portfolio expansion.
- To generate comprehensive and coherent new solutions development reports that capture all relevant information essential for business investment decisions
- To prepare, present and defend discovery analysis, recommendations and business cases to management for investment decisions
- To develop and maintain an up to date Database of ideas on new policies, processes and products/services

### **Qualifications and Experience**

- Bachelor's Degree in Telecommunications/ Computer Science/ Information Systems or equivalent
- Experience in working with client business systems/applications and the value of ICT solutions to the end user
- Experience of data analysis, with a good knowledge of relevant tools and methodologies.

### **Competencies**

- Good negotiation and communication skills.
- High level of attention to detail and interpersonal skills
- Ability to enable rapid development of product/service proof-of-concepts and demonstrations to showcase ideas and potential for application within TelOne.

- Ability to monitor trends and industry information to anticipate long-term market needs.
- Good judgment with the ability to make timely and sound decisions.

## Database Administrator

### The Incumbent will be responsible to the Customer Service Applications Manager

To plan, develop and maintain the TelOne database in conjunction with users.

#### Major Activities of the Job

- Plan and coordinate database security measures alongside network administrators.
- Design and enhance databases for the organisation's MIS/ICT systems.
- Conduct periodical database optimisation, monitoring, administration, maintenance and fine tuning.
- Record and maintain periodical database performance metrics.
- Establish and maintain data security and integrity procedures.
- Conduct database user management emphasizing on segregation of duties through assignment of appropriate roles/privileges/permissions.
- Manage the security and disaster recovery aspects of a database
- Establish, plan, configure and perform database backup/restores and DRP procedures.
- Ensure connectivity to database systems always and apply database patches.
- Ensure database systems are up and running to enable proper revenue collections.
- Advise on new database technologies with view thrust of implementing them.

#### Qualifications and Experience

- Bachelor's Degree in Computer Science/ Information Systems.
- Certification in Oracle 10g/11/12c Database Administration
- Sound knowledge of Microsoft Windows and Unix/Linux/ SUN Solaris.
- Plus 3 years proven experience in database administration on Oracle RAC platforms

#### Competencies

- Ability to create and maintain strong working relationships with team members and customers.
- Business awareness and understanding of its Information Systems requirements.
- Ability to monitor trends and industry information to anticipate long-term market needs.
- Familiarity with main Data manipulation languages and principles of database design
- Good judgment with the ability to make timely and sound decisions.

## Systems Analyst (FMS & OSS)

### The Incumbent will be responsible to the Customer Service Applications Manager

To perform and manage all internal controls for fraud to mitigate losses, financial exposure, errors and omissions.

#### Major Activities of the Job

- Liaise extensively with internal users and external users/clients on Fraud
- Management systems and Operational Support systems on a continuous basis.
- Analyse requests from users in the form of daily maintenance reports and design solutions before handing over to Systems Administrators for implementation.
- Produce a project feasibility report for all developed and new proposed systems.
- Carry out a cost and benefit analysis on proposed systems by comparing the cost of buying a new system to the cost of developing an existing system.
- Create logical and innovative solutions to complex problems with the idea of finding the least expensive solution.
- Lead a team of Systems Administrators and a variety of end users to ensure technical compatibility and end user satisfaction to defined requirements.
- Draw up testing schedule for the complete system to ensure effective operation of systems whenever a new system is introduced or when an existing system is upgraded / developed.
- Analyse and evaluate business procedures / process flows of data with a view of computerising whenever the need arises.

- Perform periodical systems administration / maintenance duties on all MIS systems schedule and prioritise systems queries and implementation of solutions.

### Qualifications and Experience

- Bachelor's Degree in Computer Science/ Information Systems.
- Certification in Oracle 10g/11/12c Forms or Reports or SQL or PL/SQL is an added advantage.
- Sound knowledge of Microsoft Windows and Unix/Linus/ SUN Solaris.
- Plus 3 years proven experience in Systems Development and Systems administration.

### Competencies

- Strong knowledge of Telecoms OSS domain on fixed line as well as mobile.
- Sound knowledge of Microsoft Windows and UNIX/Linus/ SUN Solaris, Oracle 10g/11/12c,MS SQL, Microsoft and Oracle Development Tools.

## Electrical Controller

### The Incumbent will be responsible to the Plant Manager

To plan, implement, monitor and supervise repairs, designs, modifications and installations of equipment in order to meet the needs of TelOne internal and external customers through provision of consultancy services.

### Major Activities of the Job

- Develop an annual business plan for the section.
- Repair TelOne and external client's equipment economically and invoice timeously.
- Co-ordinate the sending and receiving of items destined for external repair.
- Plan for provision for exchanges refurbishment as well as determining quality policies, objectives, and responsibilities so that the project will satisfy the needs for which it was undertaken.
- Operate within the expenditure limits given in the approved budget
- Lay out correctly components from designed circuit diagrams.
- Participate in the technical evaluations of new equipment to ensure that it conforms to network specifications when new equipment is acquired.
- Calibrate test equipment used in the workshops to give accurate measurements
- Supervises the installation of proto types on site and functional tests in accordance of required standards.
- Maintain adequate stocks for spares by approving orders for replenishment of stocks in time to ensure continuity of production.

### Qualifications and Experience

- Engineering or Degree in Telecommunications/Electronics/Electrical Engineering.
- HND (Higher National Diploma in Telecommunications, FTC (Full technological Certificate)/FTD (Full technological Diploma).
- 5 years in Telecommunication field as Telecommunication Technician

### Competencies

- Computer Skills
- Customer Relationship Management
- Industrial Relations Management
- First Line Technical Management

## Corporate Sales Account Manager

### The Incumbent will be responsible to the Enterprise Business Head.

Establishing and managing a positive long term sustainable relationship between Key corporate clients and the organization. Increasing TelOne market share and growing the organization's revenue base, subscriber base through the setting of objectives and strategies to achieve prescribed targets.

### Major Activities of the Job

- Monitor and generate revenue trends of corporate clients by analysing the corporate accounts
- Develop and negotiate payment plans with corporate clients.

- Develop appropriate strategies for specific Industry sectors to maximize revenue generation
- Negotiate contracts with corporate clients.
- Establish, develop and maintain positive relations with corporate clients through client visits to gain strategic positioning.
- Analyse corporate clients' usage to determine the demand for voice, broadband and Satellite services in different locations and avail optimum network elements and capacity.
- Manage corporate clients' accounts to ensure they remain in good financial standing.
- Grow subscriber as per set target to ensure profitability.
- Develop and negotiate contracts for corporate clients.
- Manage relations with stakeholders such as Government departments, community groups and utilities to ensure support in resource provision on a continuous basis.
- Develop retention strategies to corporate clients.
- Develop and manage tender response processes and implementation execution of the tender project.

### **Qualifications and Experience**

- Degree in Marketing and /or Business Management
- Professional Sales or Marketing Qualification is an added advantage e.g IMM.
- 3 years relevant experience

### **Competencies**

- Strong product knowledge of TelOne products.
- Excellent communications skills - Speaking, listening, writing, and interpersonal skills.
- Knowledge of corporate marketing needs distribution channels.
- Ability to work independently without supervision
- Sound product sales negotiation skills and ability to drive corporate sales volume.

## **Account Manager (Value Added Services)**

### **The Incumbent will be responsible to the Manager Value Added Services**

Responsible for the acquisition, retention and management of clients for products and services falling under infrastructure and Wholesale.

### **Major Activities of the Job**

- Understand and evangelize TelOne's value added solutions portfolio to potential and existing clients.
- Grasp client's business and technical needs and fit them to TelOne's solutions while demonstrating their superiority as compared to competition.
- Grow and develop revenue to meet/exceed targets, through new customer acquisitions, service cross and up selling within existing accounts.
- Serve customers through regular engagement which may include meetings, needs assessment, proposal development, executive-level meetings/contact and continual assessment of additional marketing and revenue-generating opportunities
- Provide creative, innovative and potentially complex proposals for new customers and existing strategic customers that drive business value.
- Coordinates the involvement of company personnel, including support, service, and management resources, to meet account performance objectives and customers' expectations.
- Negotiate contracts and close deals with clients as well as handle complaints and objections.
- Conduct strategic account review on regular basis.
- Ensuring all payments receivable from clients are received in a timely manner.
- Coordinating with Billing and Receivables to make sure bills to clients are sent per the terms and conditions as per order/contract forms.
- Receiving of orders and ensure adherence to ordering procedures and relying on Operations for implementation.
- Monitor revenue progress and achievement against budget.

### **Qualifications and Experience**

- Degree in Business Studies / Marketing/ IT.
- Plus 3 years proven experience.

### **Competencies**

- Good negotiation and communication skills.
- High level data analytical skills.
- Good presentation skills.
- Computer literate.
- Strong verbal and written communication skills.
- High level of attention to detail and interpersonal skills.

## **Product Development & Commercial Specialist**

### **The Incumbent will be responsible to the Marketing & Business Development Head**

To develop new products or improve existing products so that the company can meet clients' needs more effectively and improve revenues and organizational profitability.

### **Major Activities of the Job**

- Analyze the market trends, product categories, product performance, competition and customer product usage; and execute actions to capitalize on profit opportunity, problem alleviation and market growth.
- Develop new sales channels and product bundling opportunities to increase revenue and profitability
- Identify potential sales promotion opportunities requiring product redesigning, discounts and bundling
- Continuous improvement of existing product groups in terms of quality, performance, packaging, cost reduction and profitability.
- Drive internal processes and implementation of defined product strategy, roadmap and priorities to ensure client retention and acquisition.
- Promote new products and repackaged products online and through social media to increase awareness.
- Conceptualize, launch and monitor new products developed in line with the corporate strategy,
- Carry out competitor analysis and gather industry intelligence to support and device chosen product strategies.

### **Qualification/ Experience**

- Bachelor's Degree in Marketing, Product Development, Information Systems, Business Studies or any related commercial degree or;
- A Full Chartered Institute of Marketing (CIM) Diploma in Professional Marketing
- 3 years' experience in a similar position

### **Competencies**

- Analytical skills
- Project management skills
- Financial analysis skills
- Spreadsheet and computational skills
- Strategic planning/forecasting skills with both short and long-term views

## **Channel Distribution Officer**

### **The Incumbent will be responsible to the Channel Distribution Manager**

Establish and manage a positive long-term relationship between key Channel distribution partners and the organization thus increasing market share & growing revenue base, subscriber base through setting objectives and strategies to achieve prescribed targets.

### **Major Activities of the Job**

- Develop creative promotional channel selling strategies that are in line with Tel-One products.
- Prepare quarterly and annual channel distribution plans in line with Tel-One business strategies.
- Recommends product or service enhancement to improve customer sales & satisfaction
- Manages potential channel conflict with other sales channels



- Execute agreed programs with partners and sales teams as well as implement the execution of service distribution plans.
- Coordinates all distribution events in the region with sales team as well as evaluates effectiveness of partner programs.
- Develop and manage annual budgets as well as execute daily distributions plans.
- Track & influence delivery as measured by quarterly customer trading instruments.
- Interpret and implement service delivery schedules as well as analyze & respond to distribution performance measures.
- Leverage information systems & summarize distribution channel marketing expenditures

#### **Qualification/ Experience**

- Higher National Diploma in Sales, Distribution, Marketing or Business Management.
- Business Management / Marketing / Sales Degree will be an added advantage.
- 3 years hands on experience of sales/ marketing and distribution management.

#### **Competencies**

- Excellent sales and communication skills and pro efficiency in interacting with multiple levels, functions and locations of distributors.
- High degree of sales knowledge, technical knowledge and human relationship insight
- Strong business acumen.
- Thorough knowledge of the distributor & must be skilled in sales techniques for working with distributor sales representatives.

## **Systems Support Specialist**

### **The Incumbent will be responsible to the Systems Support Analyst**

To carry out systems development, maintenance and administrative functions to ensure maximum performance of TelOne systems to minimize losses, thereby maximizing revenue.

#### **Major Activities of the Job**

- Researches and recommends innovative, and where possible automated approaches for system administration tasks
- Management Assists System Analyst in resolving incidents and problems from application systems
- Implements measures to prevent recurrences of unplanned outages as recommended by systems analyst.
- Assists System Analyst in resolving incidents and problems from application systems
- Monitors system performance to ensure 100% systems uptime.
- Conduct traffic investigation and analysis.
- Monitors backup processes to ensure that there are no errors.
- Customizes Systems to ensure it meets user requirements.
- Verify Interface Files for errors or duplications to ensure correctness before posting.
- Integrates Systems in one platform to enable reporting of financial data.

#### **Qualifications and Experience**

- BSc in information systems, computer science, information technology, software engineering
- Certification in systems Development / Systems Administration/ Oracle 10g/11/12c.
- Sound knowledge of Microsoft Windows and Unix/Linus/ SUN Solaris.
- Plus 3 years proven experience in Systems Development and Systems administration.

#### **Competencies**

- Ability and desire to provide excellent customer service to internal and external customers.
- Working knowledge of Windows 7 and Microsoft Office products.
- Strong communication, interpersonal, and analytical skills.
- Ability to work responsibly with minimal supervision.
- Knowledge of ERP security subsystem

## **Innovation Engineering Assistant**

### **The Incumbent will be responsible to the Innovation Engineer**

#### **Basic Function**

Carry out research, discovery and analysis activities on ICT products, standards, trends, legislation and technology to drive innovation for new products, business lines and technology for TelOne's product portfolio. The incumbent will be accountable for delivering highly impactful analyses and conceptualization, leading to improved market share and competitiveness.

#### **Major Activities of the Job**

- Participate in the innovation process, including trialing new ideas, discovering opportunities and advancing concepts which lead to new or improved product offerings.
- Assist in the design of products from concept brief to practical solution, including determination of product/service performance criteria
- Work with leaders, internal & external stakeholders as well as team members to coordinate and participate in new product/service ideation activities.
- Develop criteria and conduct idea discovery initiatives, organizing and involving cross functional groups to participate, as necessary.
- Utilize the Value Analysis/Value Engineering analysis and other techniques to achieve product/process cost reduction goals.
- Investigate future design tools and understand how they can be deployed in TelOne context.
- Generate comprehensive and coherent new product development reports that capture all relevant information essential for business investment decisions
- Prepare, present and defend discovery analysis, recommendations and business cases to relevant leaders for investment decisions.
- Effectively communicate and coordinate with functional stakeholders, team members, suppliers, and partners to assess capabilities, synergies, and requirements to ensure effective deliverables.
- Build a strong relationship with relevant business functions, engaging early with each new product/service development initiative.

#### **Qualification/ Experience**

- Degree in Telecommunications/ Computer Science/ Information Systems or equivalent.
- 3 years relevant experience with 1 year experience in business lines analysis preferably in an ICT environment
- Experience in working with IP based systems.
- Experience of data analysis, with a good knowledge of relevant tools and methodologies.

#### **Competencies**

- Proficient in writing business presentations, proposals, business requirements, and product/service specifications.
- Ability to operate across the business and in different environments and cultures
- An understanding of business financial concepts with the ability to conduct basic financial analyses.
- Ability to meet deadlines.
- Good judgment with the ability to make timely and sound decisions.
- Sound negotiation skills.

## **Innovation ICT Analyst**

### **The Incumbent will be responsible to the Innovation Solutions Architect.**

Carry out research, discovery and analysis activities on ICT products, standards, trends, legislation and technology as assigned by the Innovation Solutions Architect. To participate in development processes that drive organizational Innovation to new spheres.

#### **Major Activities of the Job**

- To assist in the design of solutions for new products from concept brief to practical solution, including determination of product/service performance criteria

- To translate proffered ideas into solution requirements for new product development and testing
- To investigate and explore new technology and concepts for potential application within TelOne product or service portfolio and adjacent spaces, driving market leadership and portfolio expansion.
- To generate comprehensive and coherent new solutions development reports that capture all relevant information essential for business investment decisions
- To prepare, present and defend discovery analysis, recommendations and business cases to relevant leaders for investment decisions
- To develop and maintain an up to date Database of ideas on new policies, processes and products/services.
- To utilize the Value Analysis/Value Engineering analysis and other techniques to achieve product/process cost reduction goals
- To provide general technical support on new products and materials both internally and externally
- To design and implement experimental techniques for testing and improving the performance of new products or services.
- Utilize IT resources to create IT solutions effective in meeting the requirements of the organization
- To effectively communicate and coordinate with team members, suppliers, and partners to assess capabilities, synergies, and requirements to ensure effective deliverables.
- Proffer recommendations to management on ways to maximize profits by improving systems processes

### **Qualifications and Experience**

- Degree in Telecommunications/ Computer Science/ Information Systems or equivalent.
- 3 years relevant experience with 1 year experience in business lines analysis preferably in an ICT environment
- Experience in working with IP based systems.
- Experience of data analysis, with a good knowledge of relevant tools and methodologies.

### **Competencies**

- Proficient in writing business presentations, proposals, business requirements, and product/service specifications.
- Ability to operate across the business and in different environments and cultures
- An understanding of business financial concepts with the ability to conduct basic financial analyses.
- Ability to meet deadlines.
- Good judgment with the ability to make timely and sound decisions.
- Sound negotiation skills.

## **Assistant Accountant**

### **The Incumbent will be responsible to the Plant Manager**

To provide expert and financial accounting services to the Plant Manager and enforce appropriate controls in a bid to minimize revenue leakage.

### **Major Activities of the Job**

- Prepare and provide weekly, monthly, quarterly and annual financial reports for Msasa Plant.
- Manage stock items and monitor potential revenues loss
- Maintain a desired business atmosphere at Msasa plant to maximize revenue generation.
- Develop, maintain and ensure compliance with internal financial and accounting policies and procedures.
- Continuous monitoring of budgets Vs expenditure- approving all expenditure for the region
- Maintaining T&S advances register and reconciling staff accounts
- Coordinate capital and OPEX project proposals for approval by the Plant Manager.
- Carry out stock evaluation and recommend stock items for board of surveys.
- Reduce levels of stock pilferages by maintaining proper order.
- Maintaining stock re-order levels, recommend and advise procurement on reliable suppliers.
- Maintaining an updated inventory and fixed asset register for the region.
- Develop a business contact strategy based on the Pareto principle, for client retention and repeat sales.
- Create a platform forum for client feedback to improve on quality of services.
- Set-up systems that ensure effective, corrective and preventive actions to address client complaints.
- Nurture a desirable work culture that is conducive for high productivity.
- Follow up on Msasa Plant outstanding debtors monthly.

### **Qualifications and Experience**

- Higher Accounting Diploma / full CIS / ACCA / CIMA
- An Accounting Degree / Business Studies will be an added advantage.
- Three years working experience in the accounting field

### **Competencies**

- Ability to communicate at all levels.
- Ability to work under pressure and outside normal working hours.
- Attention to Detail with accounting figures.
- Excellent communications and relationship skills
- Intrinsic locus of control

## **Sales Representative**

### **The Incumbent will be responsible to the Plant Manager**

Selling and promoting TelOne products and services, managing client relationships, gathering and escalating market intelligence and efficiently managing resources.

### **Major Activities of the Job**

- Offering solutions through direct and indirect selling of products and services
- Writing proposals and quotations for current and prospective clients
- Expedite timely service provision through liaising with other stake holders
- Participating in trade shows, conferences, breakfast meetings, community events and conventions to promote products and services
- Recommends with statistical support areas which needs new projects implementation.
- Comparing and escalating comparative advantages or disadvantages of products and services performance against competitor's activities in terms of product performance, pricing and market acceptance to come with clients centered solutions.
- Assist in Msasa Plant Debt Collection.

### **Qualifications and Experience**

- Higher National Diploma in Marketing / Full IMM Diploma.
- A marketing Degree will be an added advantage
- Plus 3 years proven experience in a sales/ or marketing environment.

### **Competencies**

- Strong business acumen.
- Have strong technical and analytical skills.
- Good interpersonal skills with employees and stakeholders at all levels.
- A strategic thinker.
- Good understanding of the operations and maintenance of the ICT industry.

## **Student Affairs Clerk**

### **The Incumbent will be responsible to the Administrator Centre for Learning.**

Enrolling students into study programmes of their choice, providing Administrative support to Centre for Learning.

### **Major Activities of the Job**

- Receives prospective students and explains study programmes and available study modes, e.g. full-time, block release, weekends or evening.
- Sends out offer letters for study places for each intake indicating student account number.
- Prepare induction material eg Student Rules and Regulations, venue and invite Centre for Learning staff to officiate.
- Prepare individual slips for in-service and group reports for every examination written.
- Prepare students transcripts, Diplomas and arrange for replacements when necessary.

- Communicate with Regional Managers about the attachment eg sends out approved clearance letter, request for attachment letter, indemnity forms, field syllabus.

### **Qualifications and Experience**

- Higher Diploma in Administration /Business Management/ Accounting / Full CIS/ CIMA
- A Bachelor's Business Management/ Marketing / Accounting Degree from a recognized University will be an added advantage.
- 3 years' experience working in the administrative / accounting environment.

### **Competencies**

- Ability to communicate at all levels.
- Ability to work under pressure and outside normal working hours.
- Honesty and be computer literate.
- Attention to Detail with accounting figures.

## **Accounts Clerk**

### **The Incumbent will be responsible to the Administrator Centre for Learning.**

To provide costing and financial accounting services support to TelOne Centre for Learning

### **Major Activities of the Job**

- Prepares input data for use in the budgetary process and captures actual figures against budgeted figures on their respective accounts / folios.
- Create student personal account numbers in consultation with the finance department.
- Reconcile students' accounts to ensure completeness and accuracy of transactions to minimize financial risk and exposure.
- Establishes and classifies costs incurred and revenue earned by different TelOne Centre for Learning (TCFL) sections through:
  - a) preparation of monthly data for journal entries meant to capture various accruals,
  - b) transfers and adjustments. the posting of all transactions to the ledger.
- Maintains Centre for Learning (TCFL) fixed asset register, makes payments to creditors and provides explanation on all variance reports.
- Keeps and maintains the TelOne Centre for Learning (TCFL) debtors / creditors register.
- Follow up on TelOne Centre for Learning (TCFL) outstanding debtors monthly.

### **Qualifications and Experience**

- Higher Diploma in Accounting / Full CIS/ CIMA
- A Bachelor's Accounting Degree from a recognized University will be an added advantage.
- 3 years' experience working in the accounting environment.

### **Competencies**

- Ability to communicate at all levels.
- Ability to work under pressure and outside normal working hours.
- Honesty and be computer literate.
- Attention to Detail with accounting figures.

## **Call Centre Agents**

### **The Incumbent will be responsible to the Call Centre Supervisor.**

To interface and interact with all (current and potential) TelOne clients across all touch points.

### **Major Activities of the Job**

- Resolve complaints, queries and requests in the shortest turnaround time.
- Appraise customers on the new products and services.
- Assume responsibility for the collection, control and administration of monies due from specified clients

- Monitor and evaluate record transactions daily to enable efficient follow up of any accounts and diarise all communications with clients/debtors.
- Engage Client Services on disputed invoices and ensure that the queries are promptly solved and payment received.
- Encourage continued use of existing value-added services and products.
- Appreciation of key systems and platforms used for query resolution.

### Qualifications and Experience

- Diploma in Business Management / Marketing/ Accounting / Information System / Computer Science / Information Technology / Telecoms Engineering.
- An Accounting / Marketing/ Business Management/ Computer Science / Information Technology Degree is an added advantage

### Competencies

- Good negotiation and communication skills.
- Proficient relevant computer applications
- Proficiency in two or more vernacular languages an added advantage
- Knowledge of customer service principal and practices
- Knowledge of call Centre telephony and technology platforms
- Customer service experience and good data entry/keyboard skills

If you wish to be considered for any of the above positions, please apply please apply with detailed Curriculum Vitae in an envelope clearly marked "APPLICATION FOR A VACANT POST" to the Corporate Services Director, TelOne Private Limited, 107 Kwame Nkurumah, Runhare House Building or email to [careers@telone.co.zw](mailto:careers@telone.co.zw) not later than 9<sup>th</sup> of March 2018.

