

**POSITION:** Head of Customer Network Services

**REPORTS TO:** General Manager Technology

**OBJECTIVE OF THE POSITION**

- To provide Customer Network Services strategic and tactical requirements needed to build and implement BTC business and customer driven strategies that will deliver shareholder value.
- To manage network services, providing reliable network connectivity and value driven platforms for the delivery of products and services to BTC customers.
- To own and manage the end-to-end customer services delivery processes.

**QUALIFICATION**

- Degree in Telecommunications, Electrical & Electronics Engineering or equivalent.
- Specialized training in Telecommunications.

**EXPERIENCE**

- 9 year's professional experience in the relevant field
- 3 years' experience of managing network operations in an emerging market.

**LEGAL CERTIFICATION / PROFESSIONAL MEMBERSHIP**

- ERB Registration