

POSITION: Team Leader SPG

REPORTS TO: Customer Network Services Manager

OBJECTIVE OF THE POSITION

- Ensure all Enterprise orders are configured, provisioned and programmed accurately on the network system within the set timelines.
- Allocate and manage resources to provide real time support to field technical teams and BTC sub contractors.
- Monitor and manage operation level agreement (OLA) adherence.

QUALIFICATION

- Degree in Information Technology, Telecommunications Engineering, or equivalent.

EXPERIENCE

- 5 years' experience in customer services/field services.
- Experience in telecommunications sales area is an added advantage.

LEGAL CERTIFICATION / PROFESSIONAL MEMBERSHIP

- Customer Experience Management (CEM) certification.
- Membership of a relevant professional body will be an added advantage.