## *Transformation! Change! Technology!*

We are looking to recruit talented, innovative, dynamic and highly motivated individuals to fill in the following vacancies.

### 1. Head of Government Accounts

**REPORTS TO: General Manager Enterprise**
**OBJECTIVES OF THE JOB**

- To develop an Annual Sales Plan for the Government Accounts sector which will deliver targets for revenue and margins as set out in the BTC annual operating plan and budget.
- Develop robust sales processes and sales governance to create an efficient sales capability and to manage risk.
- Manage the formulation of business plans, operating plans, budgets and ensure continuous improvement for service and human capital to meet set targets for the Sales Corporate Department.
- Build and maintain strategic, profitable and lasting Customer relationships

**QUALIFICATION**
- Degree in Business Administration or equivalent qualification.
- Masters' Degree will be an added advantage

**EXPERIENCE**
- Nine (9) years' sales experience in a successful company of an emerging market environment.
- Three (3) years' experience of fixed-mobile convergence strategies and/or the sale of bundled communications solutions to Government Customers.

**LEGAL CERTIFICATION / PROFESSIONAL MEMBERSHIP**
- Certified Inside Sales Professional (CISP).
- Membership of a relevant professional association will be an added advantage.

### 2. Head of Corporate Sales - State Owned Enterprises Accounts

**REPORTS TO: General Manager Enterprise**
**OBJECTIVES OF THE JOB**

- To develop and implement an aggressive sales strategy for national and international Corporate segment to achieve/exceed targeted revenue as set out in the BTC annual operating plan and budget
- Develop robust sales processes and sales governance to create an efficient sales capability and to manage risk.
- Manage the formulation of business plans, operating plans, budgets and ensure continuous improvement for service and human capital to meet set targets for the Corporate Sales Department.
- Build and maintain strategic, profitable and lasting Customer relationships

**QUALIFICATION**
- Degree in Business Administration or equivalent qualification.
- Masters' Degree will be an added advantage

**EXPERIENCE**
- Nine (9) years' sales experience in a successful company of an emerging market environment.
- Three (3) years' experience of fixed-mobile convergence strategies and/or the sale of bundled communications solutions to Corporate Customers.

**LEGAL CERTIFICATION / PROFESSIONAL MEMBERSHIP**
- Certified Inside Sales Professional (CISP).
- Membership of a relevant professional association will be an added advantage.

### 3. Legal & Regulatory Services Manager

**REPORTS TO: Head of Legal Services & Regulatory Affairs**
**OBJECTIVES OF THE JOB**

- To develop policies for managing BTC's regulatory and competition compliance, for approval by the Company Secretary.
- Provide operational management of BTC's regulatory and competition compliance within an agreed policy framework.
- Draft legal contracts to be entered into between BTC and its Suppliers and Customers/Stakeholders.
- Provide sound legal advice and maintain the business integrity of the company by protecting its interests in business transactions.
- Maintain the accurate contract documentation, proper storage, protection, retrieval, preservation and retention to support decision making in the company and delivery of service to internal and external Customers.

**QUALIFICATION**
- Law Degree

**EXPERIENCE**
- Five (5) years' experience in the commercial law sphere.
- Two (2) years managerial experience in Legal regulation in a competitive telecommunications environment.

**LEGAL CERTIFICATION / PROFESSIONAL MEMBERSHIP**
- Law Society (Legal Practitioner)
- Membership of a relevant professional association.

### 4. Revenue Assurance Analyst

**REPORTS TO: Revenue Assurance Manager**
**OBJECTIVES OF THE JOB**

- To implement the revenue assurance strategy for all revenue products.
- Identify and prevent revenue leakage activities.
- Evaluate controls across all revenue assurance activities as well as monitor compliance.
- Ensure adherence to the credit policy and review the dispute ratio
- Execute Revenue Assurance Awareness across BTC

**QUALIFICATION**
- Degree in Accounting, Information Technology or equivalent.
- Basic Data query skill/training

**EXPERIENCE**
- Nine (9) years' sales experience in a successful company of an emerging market environment.
- Three (3) years' experience of fixed-mobile convergence strategies and/or the sale of bundled communications solutions to Government Customers.

**LEGAL CERTIFICATION / PROFESSIONAL MEMBERSHIP**
- Global Revenue Assurance Professional Association (GRAPA)
- Professional Enterprise Risk Management Certification.
- Membership of a professional association, preferably of a revenue assurance management body.

### 5. Enterprise Data Com Lead Engineer

**REPORTS TO: DataCom Operations Manager**
**OBJECTIVES OF THE JOB**

- To supervise the Enterprise Datacom engineering team on the implementation, operations and maintenance of Internet Protocol (IP) products and services.
- Own and manage the end-to-end processes for all IP.
- Support the DataCom Operations Manager in developing a business plan by providing professional inputs and advice relating to the operational management of Enterprise Data Com services.
- Adhere to standards for quality and productivity in the implementation, operations and maintenance of IP equipment and services.
- Provide technical support and advice to Field Engineers in cases where implementation, operations and maintenance operational projects or job orders are non-compliant.

**QUALIFICATION**
- Degree in Telecommunications, IP Engineering or equivalent qualification.

**EXPERIENCE**
- Five (5) years' experience in the field of IP (broadband and core data)
- Three (3) years' experience of field engineering supervision is an added advantage.

**LEGAL CERTIFICATION / PROFESSIONAL MEMBERSHIP**
- CCNP.
- ERB compliant.
- Membership of a professional engineering body will be an added advantage (BIE, IEEE, e.t.c).

### 6. Enterprise Data Com Engineer

**REPORTS TO: Enterprise DataCom Lead Engineer**
**OBJECTIVES OF THE JOB**

- To operate and maintain (installation, troubleshooting, repair, programming and realignment) all IP network services (Metro Core and Internet Core).
- Implement Standard Operating Procedures. (including security procedures, quality procedures, maintenance procedures)
- Provide second level fault resolution on IP, network and services.
- Operate and maintain IP, network services (DNS, E-MAILS, METRO-E, VPNs,) and analyse, interpret and provide solutions to logs and alerts on the IP, networks and services

**QUALIFICATION**
- Degree in Telecommunications Engineering, IP Engineering or equivalent qualification.

**EXPERIENCE**
- Five (5) years of experience in IP networks

**LEGAL CERTIFICATION / PROFESSIONAL MEMBERSHIP**
- Cisco Certified Network Associate (CCNA) or equivalent
- Cisco Certified Network Professional (CCNP) or equivalent is an added advantage.
- ERB Compliant.

### 7. Database Administrator

**REPORTS TO: IT Infrastructure Manager**
**OBJECTIVES OF THE JOB**

- Responsible for design, implementation and maintenance all BTC databases and the data bases managed by BTC on behalf of Customers.
- Enforce policies and procedures for maintaining the security and integrity of the BTC data bases and ensure it meets availability and disaster recovery requirements.
- Upgrade databases to newer versions in alignment with Vendor and Application roadmaps.
- Provide end-to-end technical support and problem resolution for all BTC databases.

**QUALIFICATION**
- Degree in Computer Science, Information Science or equivalent.

**EXPERIENCE**
- Five (5) years' professional experience in the procurement field.

**LEGAL CERTIFICATION / PROFESSIONAL MEMBERSHIP**
- ITIL
- ORACLE SQL
- Microsoft SQL
- Membership of a relevant professional association/body

### 8. Project Administrator

**REPORTS TO: Portfolio Programme Delivery Manager**
**OBJECTIVES OF THE JOB**

- To provide management with information on the implementation of BTC projects.
- Manage the information and workflow data of projects within the Corporate Programme Management Office.
- Support Project Managers and Coordinators to ensure satisfaction of project milestones and customer requirements
- Management of daily operations of Term Contractors.
- Monitor project implementation and ensure compliance with project governance rules

**QUALIFICATION**
- Diploma in Project Management, Telecommunications Engineering or equivalent.
- Prince2 or Prince2 Agile foundation level

**EXPERIENCE**
- Two (2) years' experience in the Project Management sphere.
- Exposure in areas of internet protocol/data, transmission and switching systems is an added advantage.

**LEGAL CERTIFICATION / PROFESSIONAL MEMBERSHIP**
- Project Management Professional (PMP)
- PRINCE2
- Membership of a professional association will be an added advantage
- ERB compliant (if technically oriented)

### 9. Bid Support Specialist

**REPORTS TO: Pre-Sales Manager**
**OBJECTIVES OF THE JOB**

- To scan the market for tenders; purchasing the ones relevant for use by BTC.
- Coordinate all inputs to the bid process, ensuring full bid compliance.
- Provide administrative support in the production and delivery of the bid.
- Develop standard sales templates for managing the bid process, creating bid documents based on benchmark best-in-class examples.

**QUALIFICATION**
- Degree in Telecommunications Engineering, Business Administration or equivalent.

**EXPERIENCE**
- Two (2) years' experience in complex bid management in a telecommunications or ICT environment.

**LEGAL CERTIFICATION / PROFESSIONAL MEMBERSHIP**
- Membership of a relevant professional body will be an added advantage.

### 10. Quality Controller

**REPORTS TO: Contact Centre Manager**
**OBJECTIVES OF THE JOB**

- To train and develop Contact Center Agents, monitor Contact Center Agents' handling of Customer calls, and provide coaching for improvement.
- Assist the business in monitoring adherence to contact center quality standards
- Analyse and investigate customer product complaints for improvements
- Produce monthly reports on quality assurance of the contact center

**QUALIFICATION**
- Degree in Business Administration, Telecommunications Engineering, or equivalent qualification.

**EXPERIENCE**
- Three (3) years' experience in the customer service area preferably dealing with Contact Center quality assurance for a Degree holder or 6 years' experience for HND holder.

**LEGAL CERTIFICATION / PROFESSIONAL MEMBERSHIP**
- ISO 9001: Quality Management Systems; Auditing
- Customer Experience Management (CEM) certification
- Membership of a professional body e.g. American Society for Quality (ASQ)
- Train the trainer certification

If you fit the bill, kindly send your application, latest CV and certified copies of certificates and Identity document (OMANG) to recruitment@btc.bw or log into our website to apply: www.btc.bw. Kindly state the position that you are applying for as the subject.

**CLOSING DATE: 29th August 2024**

*N.B: Kindly note that BTC will not receive hand delivered applications.*

**Applications should be addressed to:**

General Manager - Support Services & Human Resources
Botswana Telecommunications Corporation
P.O Box 700 Gaborone
Botswana