



JOB ADVERTISEMENT

Live connected.

Transformation! Change! Technology!

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

1. HEAD OF CUSTOMER NETWORK SERVICES

REPORTS TO: Chief Technology Officer
OBJECTIVES OF THE JOB

- Accountable for service reliability, operational efficiency, and vendor performance across all outsourced network services.
- Manage all outsourced network service providers, ensuring optimal performance, contract compliance, and continuous improvement.
- Develop performance dashboards and provide executive updates on service quality, vendor performance, and operational risks.
- Lead, develop, and motivate a high-performing team committed to service excellence.
- Drive cost optimization while ensuring excellent service delivery outcomes.
- Oversee incident, problem, and change management processes to maintain high network availability and service quality.
- Ensure timely resolution of customer network issues through effective coordination of operations teams and service partners.

QUALIFICATION

- Bachelor's Degree in Telecommunications, Electrical/Electronic Engineering, IT, or related field.
- A Master's Degree will be an added advantage.

EXPERIENCE

- Minimum 8 years of experience in telecommunications network operations, service management,
- Minimum 5 years in a senior leadership or management role.
- Proven experience managing network operations, vendors, and operational budgets.

LEGAL CERTIFICATION / PROFESSIONAL MEMBERSHIP

- ERB Compliant

2. HEAD OF SECURITY SERVICES

REPORTS TO: Chief Technology Officer
OBJECTIVES OF THE JOB

- Provide strategic leadership and governance across all security domains.
- Provide oversight and guidance for Information Privacy and Information Security related activities within the organisation.
- Oversee physical security operations, access control, surveillance, and emergency response.
- Lead cyber and information security programs, ensuring integrity of enterprise systems and data.
- Direct security investigations, incident response, and evidence management.
- Develop and enforce robust security policies, standards, and risk mitigation frameworks.
- Partner closely with internal stakeholders, regulators, and national security agencies.
- Lead and coach multidisciplinary security teams and outsourced service providers.

QUALIFICATION

- Bachelor's Degree in Security Management, Cyber Security, IT or related field.
- A Master's Degree will be an added advantage.

EXPERIENCE

- Minimum 8 years' experience leading multi-disciplinary security functions.
- Demonstrated experience in managing investigations and responding to critical security incidents.
- Minimum 5 years in a senior leadership or management role.

LEGAL CERTIFICATION / PROFESSIONAL MEMBERSHIP

- Professional certifications: CISSP, CISM, CEH, CRISC, CPP, CGEIT or ISO 27001 Lead Implementer/Auditor preferred

3. INVENTORY MANAGEMENT ANALYST

REPORTS TO: Inventory & Logistics Manager
OBJECTIVES OF THE JOB

- Maintain adequate inventory levels and coordinate BTC's warehouse operations to support projects, operations and maintenance.
- Ensure that stock assets are safely and effectively stored, and control the replenishment of stock items to meet planned and unplanned material needs.
- Manage the distribution of physical airtime vouchers, SIM cards, modems and related sales inventory.
- Oversee receiving, warehousing and dispatch processes to ensure accuracy, compliance and operational efficiency.
- Safeguard warehouse operations through strict adherence to security protocols and inventory control procedures.
- Support audit processes by ensuring accurate stock movement, reconciliation and reporting.
- Identify obsolete, slow-moving or excess stock items and implement corrective actions to optimise inventory utilisation.

QUALIFICATION

- Degree in Business Studies, Material Management or equivalent.
- Part professional qualification in CIPS.

EXPERIENCE

- Minimum 5 years' work experience in logistics, warehousing or inventory management.

LEGAL CERTIFICATION / PROFESSIONAL MEMBERSHIP

- CIPS certification.
- Membership of a recognised professional body.

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

CLOSING DATE: 19th December 2025

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

Applications should be addressed to:
Chief Human Capital Officer
Botswana Telecommunications Corporation
P.O Box 700 Gaborone, Botswana
Website: www.btc.bw

DATA PRIVACY NOTICE

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