# JOB ADVERTISEMENT

Live connected.

*Transformation! Change! Technology!*

We are looking to recruit a talented, innovative, dynamic and highly motivated individual to fill in the following vacancies:

## 1. HEAD OF IT APPLICATIONS MANAGEMENT

**REPORTS TO: CHIEF TECHNOLOGY & INFORMATION OFFICER**
**OBJECTIVES OF THE JOB**

- Oversee the availability, performance and continuous improvement of business-critical applications, including BSS/OSS, billing, CRM, provisioning and digital channels.
- Provide end-to-end oversight of Billing & VAS platforms, ensuring billing accuracy, system availability, revenue integrity and timely resolution of revenue-impacting incidents, while driving continuous improvement of billing and VAS capabilities in line with business and customer requirements.
- Define and maintain the enterprise application strategy, portfolio roadmap and lifecycle plans aligned with BTC's business and Technology objectives.
- Capture, prioritize and govern business application demand, ensuring effective translation of business requirements into fit-for-purpose technical solutions.
- Oversee application implementation, enhancement, release and transition-to-operations activities, ensuring delivery within approved scope, timelines and budgets.
- Manage strategic application vendors, contracts, licensing, service levels and performance to ensure value realization and effective risk management.
- Establish and maintain application governance, security, compliance, audit-readiness and business continuity controls.
- Lead incident management, root-cause analysis and permanent resolution of recurring application and service-delivery issues.
- Drive automation, operational efficiency and service improvement using performance measures such as application availability, MTTR and SLA compliance.
- Develop and manage application CAPEX and OPEX budgets and optimize the total cost of ownership across the application landscape.
- Lead, mentor and develop the IS Applications Management team, fostering accountability, innovation and service excellence.

**QUALIFICATION**

- Bachelor's Degree in Computer Science, Information Technology, Engineering or a related field.
- Master's Degree in a relevant field will be an added advantage.
- ITIL certification is preferred; relevant cloud or enterprise platform certification will be an advantage.

**EXPERIENCE**

- 8–12 years' relevant experience in IT operations, application support or enterprise applications management.
- At least 3–5 years' experience in a leadership role.
- Experience in the telecommunications industry is strongly preferred.
- Proven experience managing mission-critical, high-availability systems, vendors and complex application environments.

**LEGAL CERTIFICATION / PROFESSIONAL MEMBERSHIP**

- Relevant professional certification in Information Technology, Information Systems, Computer Science or a related discipline.
- IT Service Management certification such as ITIL will be an advantage.
- Project Management certification such as PMP or PRINCE2 will be an advantage.
- Membership of a recognized professional body in Information Technology or a related discipline will be an advantage.

## 2. . CLOUD & CYBERSECURITY PRODUCT MANAGER (RE-ADVERTISEMENT)

**REPORTS TO: HEAD OF ENTERPRISE PRODUCTS**
**OBJECTIVES OF THE JOB**

- Grow BTC's cloud and cybersecurity services into a profitable revenue stream through compelling commercial propositions and well-developed business cases.
- Own the end-to-end commercialization of BTC's cloud and cybersecurity product portfolio, including market analysis, product development, pricing, packaging and go-to-market execution.
- Develop and maintain the Cloud Services and Cybersecurity Commercial Strategy and product roadmap, aligned to customer needs, market opportunities, competitive positioning and BTC's tech-co strategy.
- Drive product revenue and profitability through effective pricing, P&L management, sales pipeline development and commercial performance monitoring.
- Lead the development and execution of product launches, strategic marketing campaigns, sales enablement initiatives and thought leadership activities for BTC's cloud and cybersecurity portfolio.
- Build and manage strategic relationships with customers, technology partners, vendors and internal stakeholders to accelerate adoption and growth of BTC's cloud and cybersecurity solutions.

**QUALIFICATION**

- Bachelor's Degree in Information Systems, Telecommunications, Engineering or equivalent.
- Postgraduate qualification (MBA, MSc or equivalent) will be an added advantage.

**EXPERIENCE**

- A minimum of 8 years' experience in product marketing, product management or commercial roles within telecommunications, technology, cloud or cybersecurity services, of which at least 3 years should be in a leadership role.
- Demonstrable experience developing business cases and commercialising technology, cloud or cybersecurity products, including pricing and go-to-market execution.
- P&L ownership or revenue growth accountability in a technology or security services environment will be an added advantage.

**LEGAL CERTIFICATION / PROFESSIONAL MEMBERSHIP**

- Product management certification, e.g. Pragmatic Institute, AIPMM or equivalent.
- Foundational cloud certification, e.g. AWS Cloud Practitioner, Microsoft Azure Fundamentals or equivalent, will be an added advantage.
- Foundational cybersecurity certification, e.g. CompTIA Security+, Certified in Cybersecurity (ISC2) or
- ITIL, PMP, PRINCE2 or equivalent service and project management certification will be an added advantage.

## 3. QUALITY ASSURANCE AND TESTER

**REPORTS TO: SOLUTIONS DEVELOPMENT MANAGER**
**OBJECTIVES OF THE JOB**

- Ensure that software solutions meet business requirements, quality standards and usability expectations through comprehensive testing and evaluation.
- Identify, document and facilitate the resolution of software bugs, defects, glitches and implementation weaknesses to ensure reliable and high-quality software delivery.
- Develop and implement appropriate testing protocols, test plans, procedures, use cases and test scripts to validate software solutions.
- Drive the implementation and lifecycle management of automated testing projects across software applications and large databases.
- Collaborate with product managers, business analysts, systems analysts, developers and UI/UX designers to integrate quality assurance throughout the software development and implementation lifecycle.
- Conduct user acceptance testing, analyse test results and incorporate customer feedback and usability findings to continuously improve software solutions.
- Support reliable technology releases and the successful transition of solutions within agreed cost, quality and implementation parameters.
- Develop and maintain testing documentation, operational procedures and training materials, and facilitate system training where required.

**QUALIFICATION**

- Degree in Computer Science, Computer Engineering, Software Engineering or equivalent Information Technology qualification.

**EXPERIENCE**

- A minimum of five (5) years' experience in an IT environment, of which at least two (2) years should be in software development or testing.
- Demonstrable experience in Software Quality Assurance and Testing, including the development and execution of test plans, test cases and test scripts.
- Experience in project management methodologies and tools.
- Practical experience working in a DevOps environment.
- Working knowledge of automated testing methodologies, test management tools and software development lifecycle processes.

**LEGAL CERTIFICATION / PROFESSIONAL MEMBERSHIP**

- At least one relevant Software Engineering certification.
- ITIL certification.
- Membership of a relevant professional body will be an added advantage.

## 4. MOBILE OPTIMIZATION ENGINEER

**REPORTS TO: MOBILE PLANNING MANAGER**
**OBJECTIVES OF THE JOB**

- Monitor and analyze mobile access network statistics to identify performance gaps and implement improvement plans.
- Maintain mobile network performance against contracted KPIs for accessibility, retainability, mobility and service integrity, and support resolution of customer complaints.
- Evaluate radio network performance for newly integrated sites and conduct network assessments, surveys and drive tests for coverage and service verification.
- Optimize voice, data and VoLTE performance across GSM, 3G, LTE and 5G environments, including call setup, drop scenarios and inter-RAT mobility.
- Perform customer experience analysis using throughput, latency, jitter, video buffering and application performance indicators.
- Support technology sunset and spectrum refarming activities, including 3G-to-4G-to-5G evolution, CSFB performance and service continuity.
- Analyze traffic growth and recommend capacity expansion, load-balancing, carrier-aggregation and spectrum-utilization improvements.
- Use automation, SON features, trend analysis and predictive performance analysis to improve optimization efficiency and reduce manual intervention.
- Develop scripts, dashboards and reports to improve performance monitoring, optimization and regulatory QoS reporting.
- Collaborate with Technology teams, business stakeholders, suppliers and contractors to deliver network optimization and customer-experience improvements.

**QUALIFICATION**

- Degree in Telecommunications Engineering, Electrical and Electronics Engineering or an equivalent qualification.

**EXPERIENCE**

- Minimum of five (5) years' professional experience in Mobile Telecommunications.
- Practical experience in mobile network planning, performance analysis and optimization across GSM, 3G, 4G/LTE and 5G technologies.

**PROFESSIONAL CERTIFICATION / MEMBERSHIP**

- ERB registration.
- Membership of a relevant professional association will be an added advantage.
- Specialized training in GSM/WCDMA/LTE network fundamentals, network optimization and planning principles, or mobile network operations will be an advantage.

## 4. DATA CENTRE SPECIALIST

**REPORTS TO: DATA CENTRE & EXTERNAL SERVICES MANAGER**
**OBJECTIVES OF THE JOB**

- Maintain the Data Centre environment to mission-critical standards of performance, uptime and reliability.
- Deliver cloud infrastructure services that meet the needs of internal and external clients.
- Provide technical support and proactively identify opportunities to improve service delivery.
- Conduct inspections and enforce compliance with Data Centre best practice.
- Act as lead in incident resolution, taking ownership of troubleshooting and long-term solutions.

**QUALIFICATION**

- Degree in IT, Computer Science, or related field.

**EXPERIENCE**

- Minimum of 5 years experience in IT or Data Centre operations.
- Hands-on experience with VMware, Hyper-V, FusionSphere or similar platforms

**LEGAL CERTIFICATION / PROFESSIONAL MEMBERSHIP**

- CCNA, ITIL, MCSE, Unix/Linux.

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: **7th December 2026**

***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
Email: recruitment@btc.bw Website: www.btc.bw


**DATA PRIVACY NOTICE**

By submitting your application, you consent to the collection and processing of your personal data by BTC for the sole purpose of assessing your suitability for current or future employment opportunities. Your information will be processed lawfully, fairly, and securely. It will be accessed only by authorized personnel involved in the recruitment process and, where necessary, by approved third parties, engaged by the Company in compliance with applicable privacy and data protection laws.

**CONTACT INFORMATION**

**If you have any questions or concerns regarding this Privacy Notice, how your personal data is handled or wish to exercise your rights, please contact the Data Protection Officer at:**

Data Controller: **Botswana Telecommunications Corporation**
Physical Address: **Khama Crescent, Plot 50350, Megaleng**
Telephone Number: **(+267) 395 8000** | Email Address: **DPO@btc.bw**