



thrive on an exciting
new opportunity

VACANCY

Orange invites candidates who wish to be part of a dynamic workforce to apply for the following position

SERVICE MANAGEMENT ENGINEER

Reporting to the Service Management Lead, the incumbent will be tasked with that all new sites, services and Clients are integrated in the respect of validated procedures.

The main duties include but are not limited to:

- Be involved in the integration of new services, Clients and sites.
- Validate handover from build to run of services, Clients and sites.
- Be involved in the GO/NOGO decision for the integration of new services in the operational environment in conjunction with the Business Owner and all technical entities participating in the service integration.
- Be involved in the BUILD phase and ensure the implementation of the operational requirements for the RUN phase.
- Ensure that all monitoring mechanisms for new services and sites are in place by the acceptance stage and ensure a smooth handover of sites and new services from Technical-Build to Technical Run.
- Generate and implement Quality of Service QoS tool strategy. Recommend necessary tools for the monitoring of the quality of service. Facilitate and manage trials and advise on improvements on the necessary monitoring tools.
- Manage the QoS commitment negotiation with Marketing and Customer Care
- Be involved in process management for new services and sites.
- Specify all operating documents including instructions and escalation procedures for every new service.
- Pilot the integration of new Clients services.
- Ensure that Clients service delivery milestones are respected.
- Be involved in Clients SLA validation.

Qualifications and experience:

- BSc. /BEng. Telecommunications Engineering or Electronic and Electrical Engineering or Computer Engineering.
- 2 years of engineering experience in a telecommunication company.

Skills:

- Customer satisfaction oriented.
- Able to manage a complex issue in a transversal mode.
- Good ability to analyze, synthesize and communicate (oral and in writing).
- Good leadership but also able to work and cooperate within a team.
- Knowledge in the area of services (MKT experience for example).
- Good knowledge of both GSM, WCDMA, IN/VAS and Corporate Customers systems.
- IP networking awareness.
- Self-driven.
- Pay particular attention to details.
- Innovative and proactive.
- Ability to work under pressure .

Interested candidates who meet the minimum requirements can submit their applications, updated CV and certified copies of their academic certificates to: jobsbw.obw@orange.com before the 23rd of May 2016

The subject window on email should only contain the title of the position being applied for.

Kindly note, that Orange Botswana shall only correspond to short - listed candidates.