



JOB TITLE: Technical Advisor

Dar es Salaam, Dar es Salam, Tanzania Commercial Full time

Vivo Energy Tanzania is looking for a Technical Advisor to join their team. The Technical Advisor (TA) role is a key role in the Commercial & lubes organization supporting the growth agenda of Commercial (B2B & B2C) fuels and lubricants in the mining and non-mining sectors e.g., Construction, Power, Transport, Industry, Marine and Agriculture.

This role is responsible for all aspects of business technical within Vivo Energy Operating Unit (OU), drives and supports the development and implementation of technical programs that will enable the achievement of volume growth, market penetration, brand health and financial targets.

Principal Accountabilities:

Lead and develop technical competencies within Vivo Energy OU & Partners & Customers.

- Develop technical networks, facilitate appropriate communications internally & externally.
- Support proactively competence development of all Sales & Marketing staff including onboarding of new account manager and technical staff.
- Promote and organize technical staff specific sector conferences/seminars to enhance Technology Leadership towards key customers and prospects.

Contribute to Vivo Energy OU Lubricant & Fuel growth agenda to drive top and bottom-line growth.

- Promote Key Fuels and Lubricant initiatives and key technical projects with continuous involvement of the community to deliver the VE OU lubes & fuel agenda.
- Support the delivery of good quality (preferable 5 stars) agreed number of DVR.

- Liaise with Vivo Energy Product Line Manager (PLM) for product portfolio issues as appropriate. Support portfolio harmonization process and assist Vivo Energy PLM/Marketing in implementing the core portfolio and withdrawing non-appropriate grades.

To support and secure technical partnership with key accounts.

- Provide accurate technical support to customers including problem solving, troubleshooting and application advice for technical issues. This may be proactive in line with Sales/Marketing effort and business objectives or reactive to customer complaints/claims.
- Provide failure diagnosis for lubrication related failure where lubricants quality or practices are in question or fuels related.
- Correctly specify appropriate Shell products to be used for specific applications (vehicles, machinery, and equipment), including the specification of equivalent Shell product to replace a competitor's product, for all lubricants products.

Requirements

- Degree in engineering, mechanical, chemistry or comparable technical background skills.
- Minimum of 3 years' experience in the same field.
- Good capabilities in leading and developing teams.
- Strong commercial & marketing acumen.
- Experience in front line technical environment and in a customer-facing role.
- Demonstrated interpersonal and communication (written and verbal) skills.
- Have engineering knowledge in oil industry or transport, or related discipline

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