1.   Technology Data and Reporting Analyst

Dar Es Salaam

Job Description

Role purpose:
•Support to the Management Report Generation and Delivery,
•Data Warehouse System Administration and Monitoring
•Assuring completeness and accuracy of data loaded in the Data Warehouse
•Interconnect Billing & Reporting

Key accountabilities and decision ownership
•Provide Daily/monthly/Ad hoc management and financial reports, new product reporting implementation and completeness checks, and continuous checking and updating reference data in MIS database.
•Gathering and analysing data, and support projects relating to data/reporting solutions.
•Perform Configuration of New Business and Product Rules and Changes to Live Rule on Data Warehouse systems, End-to-End testing before implementing the changes, Systems development documentation as per Design & Development Methodology.
•Perform Billing processing completeness checks and identifying possible issues, business rules verification from time to time on the Data Warehouse
•Perform Interconnect checks on the new trunks and traffic trending on Daily Basis, configure interconnect rates, and new destinations updates as they are communicated, Perform Interconnect Settlement Reconciliation
•National Roaming Reporting and Key Performance Indicator Monitoring
•Training and Self Development and Keep up to date with new technologies.
•Work with business requirements to identify and understand source data systems and identify resolutions to data issues.
•Create and update Qlik Sense dashboards

Core competencies, knowledge, and experience
•Data mining/analytical skills
•Office Application Knowledge especially EXCEL, Presentation and Documentation
•Programming and SQL Knowledge
•System Maintenance and Management Skills
•Billing System Administration Skills
•Proficiency in the use of statistical applications/ tech tools such as Power BI, Qlik Sense

Must have technical/professional qualifications:
•A Degree in Computer Science (BSc) or Computer Engineering
•2 Years' experience in Telecommunication Industry and/or Billing Environment.
•Project knowledge and experience would be advantageous.
•Data Warehouse Certification e.g. Oracle Certifications

To Apply, **CLICK HERE**

2. HOD: Customer Experience Systems

Dar Es Salaam

Job Description

Role purpose:

This position will be responsible for the managing of all Customer Experience systems and processes within the Billing and IT Group of Vodacom Tanzania. The main focus of the position will be the implementation of governance structures, policies and procedures, related customer experience applications and development of staff to fulfil the end-to-end management of the Customer Experience Systems environment.

Key accountabilities and decision ownership:
•Oversee and Manage Customer Administration Systems:
•Ensuring availability of Customer Administration Systems, handling customer incidents and problem management, ensuring integrity of customer data, supporting distribution channels by providing information and ability to manage SIM and Voucher distribution.

•Oversee and Manage Contact Centre Systems:
•Ensuring availability of Contact Centre, Retail Systems, Social Media Platforms handling customer incidents and problem management, ensuring integrity of customer data, supporting call centre and retail channels by providing relevant information and ability to manage customer calls and providing customer self-help solutions.

•Oversee and Manage tariff and Billing Administration:
•Configuration and administration of Tariffs to support business needs, billing accounting, wholesale and retail billing, postpaid bill production and numbering plan administration.

•Oversee and Manage International Roaming Administration:
•Administration of new roaming partners, setting up and testing new roaming networks, testing functionality of existing networks, managing Transferred Accounting Procedures (TAP) for both inbound and outbound roamers, liaison with the Clearing House on TAP processes and NRTRDE and administration of Roaming Value Added Services

•Financial Management:
•Management and control of budgets and expenditure for the Customer Experience Systems Division.
•Human Resources Management:
•Skills development, performance management and expansion of the Customer Experience Systems Division.

Core competencies, knowledge and experience

•Bachelor Degree in Information Technology and/or Engineering with relevant work experience.
•Minimum of 5 -10 years work experience in the Customer Experience and Billing environment
•Minimum of 5 years management experience in the Telco Customer Administration environment
•Experience specific to Contact Centre Systems, GSM Billing Accounting, Billing Administration, and Billing Systems

4. CORE COMPETENCIES
•Advanced knowledge and experience in dealing with the GSM core network elements, GSM products and GSM CRM Billing and Contact Centre systems.
•Computer Literacy – sound knowledge of the Microsoft Office environment and a good understanding of SQL and database architectures related to CRM and Contact Centre Systems
Skills
•Strong leadership skills & Personal Attributes
•Excellent communication skills & interpersonal skills
•Strong managerial and budgetary skills
•Extensive computer user knowledge and skills essential, in Word, Power point and Excel
•Strong analytical skills
•Excellent planning and organizing skills
•Business acumen
•Project Management skills
•Conflict resolution skills
•Integrity
•Resilient individual

To Apply, **CLICK HERE**