

CAREER OPPORTUNITIES



Warid Telecom International L.L.C. backed by the Abu Dhabi Group, a large financial consortium of Middle East based investors, is set to become the leading Telecom operator in Bangladesh. Warid Telecom recognizes that our greatest asset is our people. We are committed towards recruiting and retaining the best individuals. This commitment is viewed as a strategic business imperative and is articulated in our vision. We believe that diversity is essential to outstanding business success. The existing employee force of Warid has a blend of talented individuals having worked with Multinational and Local companies of reputed profiles. Warid Telecom is an equal opportunity employer, therefore, all qualified individuals (both male and female) are encouraged to apply. However, merit will be the sole criterion for employment in the company.

HUMAN RESOURCE MANAGEMENT

MANAGER RECRUITMENT AND TRAINING

Key responsibilities:

- Plan, facilitate and manage recruitment and selection process
- Assess divisional HR needs and hire resource within budgetary limits
- Create, administer entry tests and maintain liaison with educational institutions
- Liaise with recruiting agencies and assist in hiring cutting edge HR
- Maintain and update HR count and create variances if any
- Monitor performance to identify training needs
- Manage orientation sessions and plan/coordinate on the job training
- Identify top of the line training agencies and organize training to bridge the skill gap
- Carry out training need assessment to meet the organizational objective

Qualifications/Experience:

- MBA/Masters in HRM with 6-8 experience in a similar role
- Must have knowledge of HR prevalent practices
- Excellent communication, pleasing personality, analytical and computer skills

FINANCE

MANAGER CREDIT & COLLECTION

Key responsibilities:

- Develop and maintain procedural framework for Credit & Collection operations
- Maximizing customer satisfaction and organization's profitability.
- Ensure timely conversion of Account Receivables to cash
- Minimize bad debts to budgeted levels
- Minimize blocking and involuntary churn to budgeted level
- Fraud Control
- Close coordination with other departments with effective and efficient operations
- Satisfy the needs and requirements of C&C staff
- Smooth, effective and efficient operations in C&C department
- Control exposure of the customer base and at the same time, take calculated risk to increase the revenues
- Implementation of flexible policies and procedures
- Ensure that all sales made have complete and accurate documents
- Ensure addresses of all sales made are verified as per the BTRC directive.
- To work on operational implementation of new projects

Qualifications/Experience:

- Master degree with 6-8 years in a similar role
- Excellent communications, analytical and computer skills.
- Ability to lead a team of people to produce results

MANAGER FINANCIAL ACCOUNTING

Key responsibilities:

- Responsible for the entire book keeping functions of the Organization and the preparation of accounts for the company
- All tax compliance
- Operators Settlements and Supplier's payments, credit and credit receivable settlements
- Financial Operations for internal & external customers
- Facilitate internal & external audit along with revenue review
- Billing and payroll facilitation
- Management inventory and stocks
- Development and management of ERP systems
- To establish business processes for finance and internal controls

Qualifications/Experience:

- MBA (Finance)/M.Com/ICMA from a reputable University/Institution with 5-8 years of relevant experience
- Excellent analytical, communication and computer skills

MANAGER FINANCIAL PLANNING, REPORTING AND CONTROL

Key responsibilities:

- Prepare a long term and short term business plan in accordance with corporate strategy
- Establish MIS reporting structure for the holding company
- Prepare reoccurring quarterly forecast and work in liaison with treasury and accounting manager to develop a funding plan
- Preparation and circulation of information memorandums and other associated supporting documentation to arrange funding for the company
- To analyze and advise the management for all commercial decisions.
- Responsible for putting together the budgets and conduct variance analysis
- To develop a budget of the organization and establish related internal controls

Qualifications/Experience:

- Chartered accountant, CFA, MBA or ACMA from a reputed institution

or recognized professional body with 5 years of Telecom experience is a must

MANAGER TREASURY

Key responsibilities:

- Cash and Bank Management
- Manage banking relationships To obtain approvals from central bank
- Arrange funding for the company to achieve the business plan
- Ensure compliance with local financial regulations

Qualifications/Experience:

- Chartered accountant, CFA, MBA or ACMA from a reputed institution
- 5 years experience in investment/corporate banking/ Telecom/multinational company in a similar role

CUSTOMER SERVICE

MANAGER BUSINESS CENTER

Key responsibilities:

- Management of Warid Customer Service Centre
- Counseling and problem solving for customers and CS Staff
- Ensure achievement of required Customer Service Standards
- Supervision of CS staff on day to day operations
- Ensure CS Staff is updated on current Policies and Procedures of the Company
- Daily clinics of CS staff soliciting feedback on current issues and providing required updates/counseling
- Observation of CSR customer handling for training needs assessment
- Conduct training for the CS staff according to the requirements.
- Monthly evaluation of staff performance providing guidance for continuous improvement on strengths and weaknesses
- General administration of the Service Center
- Coordinate with IT department to resolve issues related to Computer Hardware, Software and Networking in the Service Center
- Ensuring maintenance of all office equipment, furniture and fixture. Management of customer walk-in on the floor

Qualifications/Experience:

- 3 years or more experience in Telecom at front desk
- Masters or Bachelor degree holder

MANAGER CONTACT CENTERS

Key responsibilities:

- Work on Build out of Contact Centers.
- To recruit and develop a team
- Plan the operation of the Contact Centers, including manpower, facilities forecasting and problem identification
- Identifying the need of headcount for Contact Centers in accordance with the workload
- Looking for best available IT, Management solutions for the Contact Centers operations
- Ensure current International Contact Centre, best practices are adopted at the Contact Centers

Qualifications/Experience:

- At least 7 years experience Contact Center Operations with 3 years in Managerial Role in a Telecom Company
- Master or Bachelor degree holder.
- Fluent in English/Bengali.

MANAGER SUPPORT CENTER

Key responsibilities:

- To recruit and develop a team
- To manage all operational activities at the Support Center thereby providing optimal support to Frontline Customer Service Centers, Contact Center and Franchise dealer support for all back end dependant operations
- Business intelligence analysis and Customer Service planning, implementation of programs to generate customer satisfaction and ensure operational effectiveness and efficiency of business operations and processes which should be benchmarked against the best operators in the world

Qualifications/Experience:

- Minimum 5 years of managerial experience of Contact Center and customer services
- Master's degree in business administration or relevant discipline
- Has the knowledge of latest services currently and potentially available from customer services perspective

MANAGER CUSTOMER SERVICE RESOURCE DEVELOPMENT

Key responsibilities:

- To effectively design and implement training plan for whole CS, Franchise network, dealers, contact centers, support center and other functions
- Develop training plans, materials and manage the training team to closely coordinate with various departmental heads for

identification of soft skills training needs

- To establish and run a state of the art training facilities in various divisions of the country
- To plan trainings from time to time for Contact Center staff
- To plan trainings from time to time for Business Center staff
- To establish a computer lab for billing system training
- To arrange for training of trainers

Qualifications/Experience:

- Minimum 5 years of managerial experience of contact center and customer services in a Telecom Company
- Master's degree in business administration
- Has the knowledge of latest learning/ training techniques
- Must be qualified trainer

CUSTOMER SERVICE OFFICER (SUPPORT/CONTACT/BUSINESS CENTERS)

Key responsibilities:

- First Interface (One on One interaction) with the call-in/walk-in customers at the business center/contact center
- To understand and implement the CS policies & procedures in practice and spirit
- To meet all pre-defined Service Standards - assigned KPIs
- To remain updated on all current policies, procedures, promotions, products, and value added services offered by the company
- To practice Customer Handling Skills as defined and learned in relevant trainings
- To provide feedback to supervisors on important issues/problems cited by the customer to ensure customer retention
- To take ownership and ensure resolution of customer complaints.
- Follow up on all cases cited by the customer as first interface
- Ensure proper behavior/ discipline/ grooming/ punctuality as per the requirements and image of company

Qualifications/Experience:

- Fresh Graduate or MBA
- Effective communication and interpersonal skills. In case of persons apply for Contact Center they should be willing to work in shifts and duty rosters

INFORMATION TECHNOLOGY (IT)

SENIOR MANAGER IT OPERATIONS

Key responsibilities:

- Overall operational management of all IT Systems, network processes, functions keeping them aligned with business strategy
- QSS management including mediation, rating, billing, provisioning, interconnect, customer care, contact center
- Design and management of core and access IT network
- IT process engineering
- BSS management including ERP, Messaging, Corporate portal
- Work closely with development team for new system/service requirement specification, evaluation, solution description, dimensioning and roll out
- Data center design and operational management including server, storage, backup
- Business continuity and disaster recovery
- Ensure security and quality of service
- Business planning and budgeting for IT
- Manage a team of qualified IT professionals to deliver operational efficiency

Qualifications/Experience:

- Masters Degree / BE
- 10 Years in implementing and managing large scale networks in an enterprise or service provider environment
- Working knowledge of Mediation, Rating, Billing operations
- Working knowledge of GSM interfaces for integration and data collection
- Working knowledge of Interconnect operations and settlement
- Exposure to GSM Billing System implementation
- Core network design
- Network Implementation and Optimization
- Senior management and both technical and non-technical staff.
- Strong verbal and written communications and organizational skills.
- Demonstrated ability to work in a team-based environment on large-scale projects
- Strong organizational skills
- Experience of leading and mentoring team of technical professionals

SENIOR MANAGER IT DEVELOPMENT

Key responsibilities:

- Implement/manage/supervise all new development projects
- Manage Software Development life cycle for all in-house and third party development projects
- Manage Billing / Interconnect / CRM / Business Intelligence

systems development and implementation

- Change Control Management for all systems

Qualifications/Experience:

- 10 years plus with 5 years in development with strong background in designing Architecture for Services layer
- Strong understanding of SDLC
- Strong Software Quality Assurance background
- Development in C++, Java or .Net
- Design and implementation of Services Layer or other transparent layer
- Managed Large scale ERP / CRM deployment projects

MANAGER NETWORK SERVICES

Key responsibilities:

- Enterprise data network (Core & Access) design for business application access, network based services.
- Audit, analyze and review network service requirements
- Interface definition and implementation for all internal and external data interconnects
- Data network capacity planning and optimization
- Network monitoring and reporting for performance, availability as per defined KPIs
- Prepare and manage O&M plan for the network services area
- Network/Information security program definition and roll out
- Network QoS (Quality of Service) design and implementation
- Assist in IT business planning and budgetary proposals
- Monitor industry trends and identify emerging technologies
- Project management of all relevant projects
- Roll out and Management of all Voice over IP applications
- Lead and manage a team of qualified network engineers

Qualifications/Experience:

- Masters Degree / BE
- 6 Years experience in implementing and managing large scale networks in an enterprise or service provider environment
- Core and access network design
- Network Implementation and Optimization
- Exposure to various network management and traffic planning tools
- Working knowledge of Quality of Service Deployment
- Exposure to application aware network engineering
- Implemented Network Security for an Enterprise / Service Provider
- Indepth knowledge of network security standards
- Exposure to VOIP applications and protocols
- Ability to manage multiple projects
- Ability to interact with senior management and both technical and non-technical staff.
- Strong verbal and written communications and organizational skills.
- Demonstrated ability to work in a team-based environment on large-scale projects
- Strong organizational skills
- Experience of leading and mentoring team of technical professionals

SALES

SENIOR MANAGER DIRECT SALES

Key responsibilities:

- Manage the Direct Sales offering to ensure connection and revenue targets are met
- Execute campaigns and initiatives in coordination with marketing to enhance sales
- Provide and communicate information effectively to support strategic analysis of channel
- Ensure successful implementation of marketing / activity plans and campaigns
- Manage logistical and operational functions including stock management etc.
- Develop initiatives and regularly monitor the performance to achieve targets, manage budgets and design commission plans

Qualifications/Experience:

- MBA (Marketing) with 6-8 years of Telecom industry/commercial experience
- Excellent communication and computer skills

REGIONAL MANAGER SALES

Key responsibilities:

- Liaison with marketing for business development and sales promotions
- Monitor all new sales promotions to ensure their success.
- Responsible for hiring of sales staff and delivery of training to existing as well as new sales staff in the area of product knowledge, selling skills, role play, etc.
- Conducting sales blitz within the zone
- Opening up of POS within the zone for better penetration

Visiting all business associates and their sub dealers for smooth operations

- Monitor Franchise operations providing support for their day-to-day activities and target achievement
- Inter and intra departmental coordination to resolve the issues coming from Franchisee
- Meet company standards and KPI's assigned for Franchisees

Qualifications/Experience:

- MBA (Marketing) with 6-8 years of experience in similar job function
- Excellent communication skills
- Pleasant personality
- Computer proficiency

SALES OFFICER

Key responsibilities:

- Achievement of assigned sales targets
- Conducting cold calls
- Door to door selling
- Daily sales visits to existing and new customers
- Market feedback

Qualifications/Experience:

- Fresh MBA/Bachelors degree holder.
- Excellent selling skills
- Pleasant personality

MARKETING

SENIOR MANAGER PRODUCT & SERVICES

Key responsibilities:

- Undertake market research, develop and implement new product initiatives to increase customer satisfaction and profitability
- Lead new product development initiatives and collaborate with Marketing to determine research requirements to evaluate and model product performance from stand-alone, relationship and customer segment perspectives
- Develop and implement new product marketing plans in collaboration with Marketing and position new product advertising to support achievements in line of business goals
- Monitor the product line profitability, including funding costs, direct expenses and cost assignments
- Optimize and improve profitability through price management
- Perform portfolio forecasting and participate in the budget process.
- Prepare financial plans and assist in long-range growth forecasting and the budget
- Provides analytical support for the development of marketing campaign analysis and regulatory performance analysis
- Utilize understanding of customer characteristic demographics, portfolio trends and performance, competitive and economic environment and knowledge of internal processes to develop portfolio segmentation and initiate action plan

Qualifications/Experience:

- MBA (Marketing) from a recognized local / foreign University with 6-8 years relevant experience.
- Excellent communications, computer and analytical skills
- Ability to lead a team of people

MANAGER BRANDING & MARCOM

Key responsibilities:

- Branding.
- Media Planning and Buying
- Public Relations
- Event Management
- Point of Sales Material Products
- Training of staff for POS Material and products
- Web coordination - Corporate Web site and special Web Projects

Qualifications/Experience:

- MBA (Marketing) from a recognized local / foreign University with 5-8 years relevant experience.
- Excellent communications, computer and analytical skills

GOVERNMENT AND OPERATOR RELATIONS

MANAGER INTER-CONNECTION & OPERATOR RELATIONS

Key responsibilities:

- Prepare proposals for interconnection
- Manage interconnection with other Cellular operators
- Manage interconnection with other PSTN/WLL operators
- Coordinate with associations related to Telecom
- Coordinate with other operators on various issues

Qualifications/Experience:

- Bachelor of Engineering with major in Telecommunication from a recognized University
- 4-5 years practical experience working in Telecommunication Industries
- Preference will be given to those who are involved in preparing interconnect agreement and implement the same with Telecom Operators
- Excellent in written and spoken

English with strong analytical background

- Computer proficiency

MANAGER GOVERNMENT RELATIONS

Key responsibilities:

- To manage relationships in public & private sector, agencies, regulatory bodies and other related organizations
- Provide support and complete the assigned jobs with the relevant agencies as per implementation plan of the company
- Coordinate with regulatory body on licensing issues, tariff structure & product package, new technologies, VOIP issues, frequencies & spectrum management, VSAT & ISP related issues, Fiber Optic Network, NOC for equipment and interim mobile monitoring centre
- Coordinate with government bodies for company registration, follow up Investment Policy and direction
- Coordinate with other Ministries on related issues

Qualifications / Experience:

- Masters in any discipline preferably MBA from a recognized University with 4-5 years of work experience in a similar role
- Excellent communication and analytical skills
- Knowledge of MS Word, Power Point and Excel is essential

ENGINEERING & OPERATIONS

SENIOR MANAGER O&M

Key responsibilities:

- Responsible for the operation of Warid Telecom network and services to the agreed quality, time schedule and budget, including tracking and following-up the vendor's turn-key progress and performance
- Efficient Operations and Management of the Telecommunications network in gaining high efficiencies and quality.
- Perform and present reporting to higher management
- Organize & Load the Operational organization through change and continuous development
- Work out and follow-up a strategic O&M plan for network and services
- Negotiate/follow-up O&M related deliveries of turn-key supplier(s)
- Partner with counterparts in Marketing/Customer Service to agree on service levels for the operated systems/services
- Overall business performance, budget and control function within the department

Qualifications/Experience:

- Degree in Electrical Engineering / Telecommunication Engineering / Electronics Engineering or equivalent
- Minimum 7 years of experience in similar discipline with at least 3 years of management experience leading high performance operation teams

SENIOR MANAGER NSS DESIGN

Key responsibilities:

- The role holder is responsible for the architectural design of Warid Telecom's cellular Core Networks to meet business requirements. To ensure that the Networks have an effective architecture and is designed in the most cost-effective & quality manner, to an agreed grade of service and availability targets
- Supervise and ensure that Core Network Design are performed (Layered Architecture) for MSCs/MGW/HLR and associated IN/VAS nodes in coordination
- To manage the interface between Warid's CNE and Warid Technology and act as a figurehead for all Network Design and Development issues
- To ensure that technical developments, arch/design and capacity planning is aligned across the whole of Core Network Strategy.
- Design cost effective network changes to cater for customer growth, changes in usage patterns and marketing initiatives
- To actively support, at all times, company policy and best practice in the area of security, with particular emphasis on the protection of sensitive customer information
- Review and acceptance of core Network product requirements and specifications with other Warid departments
- Coordination of the ongoing technical interface to Core suppliers for requirements as well as with Core Operating team for design and implementation related issues
- Formulating technical and product comparison reports, this requires support to the BSS & VAS/IN team managers
- Coordination with Marketing for launching new products and services & analyzing the impact of new services on network performance and quality

Coordinating with IT for billing and interface related issues from core perspective & coordinating with CC to assist in all critical issues from core perspective

- 7 years of experience in Transmission Operation & Maintenance; preferably at Managerial level / implementation / integration / support or testing environment

Qualifications/Experience:

- Degree in Electrical Engineering / Telecommunication Engineering / Electronics Engineering or equivalent
- 7 years Wireless telecommunications network operations experience preferably in managerial role

SENIOR MANAGER BSS (BSS/RF DESIGN)

Key responsibilities:

- BSS and RF design for coverage, capacity and quality purposes and indoor planning
- Cell site planning, Micro cell planning, Propagation modeling, Link budget calculations
- Capacity planning, Traffic engineering, Analysis of network statistics, Network audits
- BSS parameter optimization & writing procedure and process for RF/BSS department
- Implementation of procedures and processes with reviews of technical designs
- Ensure that tasks are delivered in line with Warid Senior Managements Agreement
- Work with other departments to ensure that products and solution offerings can be developed to satisfy our customers needs (i.e., corporate customer etc.)
- Work with the sales and marketing teams to develop solution offerings
- Play an active role in the recruitment and induction of new employees into the RF/BSS department
- Performance and develop reviews for all employees within the RF/BSS department
- Ensure that daily activities are running smoothly and objectives are being met
- Liaison with site acquisition and surveying sub-contractors to supervise site acquisition process
- Analysis and supervision of all designs/reports/project plans & BOQs submitted by the vendor for consistency and accuracy

Qualifications/Experience:

- Degree in Electrical Engineering / Telecommunication Engineering / Electronics Engineering or equivalent
- 7 years of experience in BSS network design; preferably at Managerial level/ implementation / integration / support or testing environment

SENIOR MANAGER TRANSMISSION DESIGN

Key responsibilities:

- Devise technically and cost-effectively viable transmission network plans to cater for the media requirements of the various entities of Warid GSM network
- Close coordination with Core, NSS and BSS Cell Planning/Optimization and OSS departments with a view to keeping track of the varying transmission needs of the network arising from the continuous expansion or re-routing plans pursued by the Company
- Prepare bills of quantities (BOQ) for the MW transmission network elements keeping in view the Core and Access network connectivity of the RBS sites to the Core network elements
- Envisage and work out implementation/roll out plans of the transmission part of the network in line with the timelines for implementation/materialization of the whole GSM network
- Communicate and coordinate with vendors for technical clarifications and deliberations, figuring out potential and conflicting issues, and seeking fair and transparent resolutions on behalf of and in the best interest of the Company
- Prepare acceptance procedures and methodologies for the acquired transmission network solutions from the vendors against the technical specifications of the equipment
- Dimension, provision and implementation of direct/indirect interconnectivity with other mobile/fixed Telecom operators in line with traffic exchange requirements estimated and communicated by Core Design & Transmission planning departments
- Take care of spectrum needs for point-to-point MW links of the GSM network providing help & assistance on engineering grounds
- Provide feedback/performance evaluation reports of his team members including their training needs to higher levels of management annually and when

required by the HR & Admin. departments

Qualifications/Experience:

- Degree in Engineering / Telecommunication Engineering / Electronics Engineering or equivalent
- 7 years of experience in Transmission Operation & Maintenance; preferably at Managerial level / implementation / integration / support or testing environment

SENIOR MANAGER NETWORK PROJECTS

Key responsibilities:

- Coordinate with all the responsible teams and stake holders with regards GSM network roll out activities.
- Coordinate with LDI/EDN (GSM interaction/overlay) interconnect roll out - especially with reference to ascertain where GSM requirements stand in relation to the LDI/EDN facilities
- Liaise with the Project Management Office (PMO) - keep in constant communication with the PMO
- Coordinate with different vendors regarding roll out of different BSS projects
- Roll out Management - the general role & responsibility of overseeing the deployment & roll out of the Warid GSM Network in the region including resourcing; planning, scheduling & implementation perspectives.
- Statistical Management & Support to provide a comprehensive, regular, robust & systematic reporting regime for all the Design & Planning functions within the Radio Access Network Department
- Inventory Management and Verification/Comprehension of the entire Rolled out configuration of equipment that is deployed across all sites/cities/roads, as well as ensuring that the inclusion of all other site specific details is being kept up to date
- Verification/Comprehension of the BSC functionality