



Orascom Telecom Holding S.A.E, the GSM Wireless Telecommunication Operator, is expanding its activities in the Middle East and Asia and is seeking professionals within various fields for its newly acquired subsidiary Sheba Telecom (Pvt.) Limited (Banglalink).



COMMERCIAL

PR & Communication Manager Ref. CO1
Responsible for the management and enhancement of the PR & Communication strategy and the visual identity of the company. Coordination and management of media relations, community affairs, events planning and sponsorships.
QUALIFICATIONS AND EXPERIENCE:
University degree in related field (MBA is a must)
5-7 years of experience in the same field

Marketing Supervisor Ref. CO2
Develop marketing strategies for products & implement marketing goals to ensure market share & profitability. Maintain close contact with & understands customers needs. Prepare business forecasts, plans & commercial proposals for products.
QUALIFICATIONS AND EXPERIENCE:
University degree in related field (MBA is a must)
3-5 years of experience in the same field

PR & Communication Specialist Ref. CO3
Responsible for supporting the sales and marketing department in campaigning new launched products. Media relations with journalists local and international, through press conferences, press releases, interviews...etc. Prepare and handle company strategic advertising campaigns
QUALIFICATIONS AND EXPERIENCE:
University degree in related field (MBA is a plus)
1-3 years of experience

Sales Support Manager Ref. CO4
Develop all the processes, available systems and procedures for all sales channels. Setup proper standards, POS, materials, scripts, proper product. Ensure that products and services are available at all Sales channels and include proper distribution, storage, cash control, cash reports, refunds, checks and cash change.
QUALIFICATIONS AND EXPERIENCE:
University degree in related field (MBA is a must)
5-7 years of experience in the telecommunication field

Distribution Manager Ref. CO5
Responsible for developing and executing marketing plans and programs, both short and long range, to ensure the profit growth and expansion of company products. Manage the distribution channel. Continuously evaluate effectiveness of sales force in meeting customer demands and expectations
QUALIFICATIONS AND EXPERIENCE:
University degree in related field (MBA is a must)
5-7 years of experience in the telecommunication field

Distribution Supervisor Ref. CO6
Responsible for assigned dealers' sales quota as assigned by the company. Expand dealers' base in all geographical areas. Monitor and prepare dealers offers.
QUALIFICATIONS AND EXPERIENCE:
University degree in related field (MBA is a must)
3-5 years of experience in the telecommunication field

Corporate Sales Supervisor Ref. CO7
Manage creation and implementation of Corporate Services plans, programs, procedures, and budgets. Participate in developing corporate division's main objectives, plan and budget.
QUALIFICATIONS AND EXPERIENCE:
University degree in related field (MBA is a must)
3-5 years of experience in the telecommunication field

Sales Support Supervisor Ref. CO8
Ensure that proper products and services are standardized in all sales shops. Ensure proper product display. Ensure availability of proper marketing POS items in the shops and sales schemes
QUALIFICATIONS AND EXPERIENCE:
University degree in related field (MBA is a must)
3-5 years of experience in the telecommunication field

Sales Coordinator Ref. CO9
Responsible for completing contractual requirements and coordination for the Direct Sales channels. Managing correspondence and communications with the Direct Sales channels. Coordinate and follow up day to day operations with Direct Sales representatives.
QUALIFICATIONS AND EXPERIENCE:
University degree in related field (MBA is a must)
1-2 years of experience in the telecommunication field

CUSTOMER OPERATIONS

Customer Support Manager Ref. OP1
Responsible for planning, organizing, and coordinating customer service department activities. Manage the implementation of processes and procedures of customer services. Make occasional / random/ periodic courtesy calls to existing corporate customers to ensure satisfaction with services provided.
QUALIFICATIONS AND EXPERIENCE:
University degree in related field (MBA is a must)
5-7 years of experience in Customers Operations field in the telecommunication industry.

Call Centre Supervisor Ref. OP2
Responsible for setting an overall plan for the call centre operations. Monitoring reasons for calls and identifying subscribers needs to improve service standards. Identify and Plan training requirements for call centre staff
QUALIFICATIONS AND EXPERIENCE:
University degree in related field (MBA is a must)
3-5 years of experience in Customers Operations field in the telecommunication industry.

Activation Supervisor Ref. OP3
Responsible for implementing the strategies, policies and procedures for activation of services.
QUALIFICATIONS AND EXPERIENCE:
University degree in related field (MBA is a must)
3-5 years of experience in Customers Operations field in the telecommunication industry.

Customer Service Representative Ref. OP4
Receive calls from customers to answer their queries, solve their problems and provide solutions. Document cases that need follow up and transfer them to entitled personnel.

QUALIFICATIONS AND EXPERIENCE:
University degree in related field (MBA is a plus)
1-3 years of experience in Customers Operations field in the telecommunication industry.

Trainer Ref. OP5
Responsible for the assimilation of new projects and ideas to the entire customer service staff. Conducts periodic updates on new/old processes and procedures to ensure the service level is up to the standard required by the company.

QUALIFICATIONS AND EXPERIENCE:
University degree in related field (MBA is a must)
3-5 years of experience in field of Training / Telecommunications

Reporting (Info) Analysis Ref. OP6
Responsible for the compilation of periodic reports from customer service with the development of the proper tools for their analysis both internally and externally. Periodic report will be basis for control and development of customer service.

QUALIFICATIONS AND EXPERIENCE:
University degree in related field (MBA is a must)
3-5 years of experience in field of Data Analysis / Research / Telecommunications

ACCOUNTING & FINANCE

Accounting Manager Ref. AF1
Responsible for managing accounting staff and company's accounting practices. Review and approval of month end statements. Preparation of monthly management reports. Approving the addition and changes to the chart of accounts
QUALIFICATIONS AND EXPERIENCE:
CMA qualified or Masters in Accounting / Finance
Minimum 7-10 years of experience

Accounting Supervisor: Ref. AF2
Responsible for Preparation of month end financial statements. Preparation of month end files i.e. consolidation of unit's month end reconciliation's.
QUALIFICATIONS AND EXPERIENCE:
Masters in Accounting / Finance
Minimum 4-7 years of experience

Tax Supervisor: Ref. AF3
Follow up and control on all sales and income tax issues. Preparation of employees income tax and social tax payment.
QUALIFICATIONS AND EXPERIENCE:
Masters in Accounting / Finance
Minimum 4-7 years of experience in taxation or corporate tax offices

Revenue Assurance Supervisor: Ref. AF4
Responsible for assuring revenue recognition cycles, and ensuring high level of accuracy and customer satisfaction. Revenue Integrity Testing. Revenue & System reconciliation Leakage management
QUALIFICATIONS AND EXPERIENCE:
Masters in Accounting/Finance
Minimum 4-7 years of experience in the telecommunication field

Accountant: Ref. AF5
Responsible for controlling the different accounts. Preparation of month end reconciliation. Processing of vendors invoices, credit notes and payments. Processing of all assets additions, disposals, depreciation, amortization, and disposals.
QUALIFICATIONS AND EXPERIENCE:
BSC / Masters in Accounting / Finance
2-4 years of experience in any of the following fields is a must: Accounts payable, receivables, cash management, budgeting & planning & taxation

Procurement Specialist: Ref. AF6
Responsible for establishing written procedures which involve: tendering, materials acceptance, inventory management and disposal of materials. Secure all logistics required to ensure smooth flow of equipment / services in an efficient manner. Ensure that all company's fixed assets are covered with a proper insurance policy that covers respective risks.
QUALIFICATIONS AND EXPERIENCE:
Masters in Accounting / Finance
Minimum 4-7 years in the telecommunication field

IT & Billing

IT Operations Manager Ref. IT1
Responsible for 24hours data centre operations, application servers' administration and database administration. Liaison with IT equipments vendors.
QUALIFICATIONS AND EXPERIENCE:
BSC/MSC in electrical / computer / communication engineering or similar degree
7+ years experience in UNIX or Oracle administration and line management in a data centre environment

Project Manager Ref. IT2
Analyze business requirements, design and implement solutions, liaise with application vendors and manage project teams and lifecycles.
QUALIFICATIONS AND EXPERIENCE:
BSC/MSC in computer engineering / computer science
5+ years experience in one or more of the following areas: Billing and other OSS, CRM, ERP, web technologies, data-warehousing and decision support systems

System Engineer Ref. IT3
Design network layouts, administer and maintain servers and data network components. Provide second-level support to users.
QUALIFICATIONS AND EXPERIENCE:
BSC in computer engineering / computer science
3+ years experience in one or more of the following: UNIX servers administration, Microsoft Windows and Microsoft Exchange servers administration, Network administration (LAN / WAN).

Voice Engineer Ref. IT4
Manage the company PABXs and other voice systems and provide technical assistance and support to call-centre users.
QUALIFICATIONS AND EXPERIENCE:
BSC in computer engineering / computer science
3+ years experience in managing PABXs in a call centre environment. Exposure to IVR, CTI and other call centre applications is a plus.

Application Engineer Ref. IT5
Design, develop and maintain software applications and provide support to application users.
QUALIFICATIONS AND EXPERIENCE:
BSC in computer engineering / computer science
3+ years experience in one or more of the following areas: Billing and other OSS, CRM, ERP, web technologies, data-warehousing and decision support systems.

Database Administrator Ref. IT6
Design database layouts and administer database management systems. Provide technical support to application developers
QUALIFICATIONS AND EXPERIENCE:
BSC in computer engineering / computer science
3+ years experience in database administration in Windows and UNIX environments

Helpdesk Agent Ref. IT7
Provide assistance and support to end-users. Troubleshoot software and hardware problems.
QUALIFICATIONS AND EXPERIENCE:
BSC in IT-related field
1-3 years of experience in software and hardware troubleshooting and users support

Data centre operator Ref. IT8
Run daily batches, backups and other system administration procedures and monitor systems performance.
QUALIFICATIONS AND EXPERIENCE:
BSC in IT-related field
1-3 years of experience in UNIX shell scripting and basic system administration

Technology

BSS Field Engineer Ref. TE1
Responsible for performing O&M tasks related to BSS, Transmission and technical environment equipment.
QUALIFICATIONS AND EXPERIENCE:
University/Master degree in Electrical Engineering/ Electronics or Communication.
1-3 years experience in maintenance of BSS & transmission equipment, preferably have experience on Huawei / siemens equipment.

Switching Engineer Ref. TE2
Responsible for operation & maintenance of switching equipments.
QUALIFICATIONS AND EXPERIENCE:
University/Master degree in Electrical Engineering/ Electronics or Communication.
1-3 years experience in maintenance of switching equipment preferably have experience on Siemens equipment.

VAS Engineer Ref. TE3
Responsible for operation & maintenance of VAS equipment.
QUALIFICATIONS AND EXPERIENCE:
University/Master degree in Electrical Engineering/ Electronics or Communication.
1-3 years experience in maintenance of IN, SMSC, VMS equipment preferably has experience on Siemens equipment.

Supervision Engineer Ref. TE4
Responsible for controlling the network functionality, report breakdowns, follow-up and reporting maintenance interventions.
QUALIFICATIONS AND EXPERIENCE:
University/Master degree in Electrical Engineering/ Electronics or Communication.
1-3 years experience in the same field preferably has experience on Huawei / siemens OMC.

BSS OMC Engineer Ref. TE5
Responsible for Performing O&M tasks related to BSS, Transmission equipment.
QUALIFICATIONS AND EXPERIENCE:
University/Master degree in Electrical Engineering/ Electronics or Communication.
1-3 years experience in maintenance of BSS & transmission equipment, preferably have experience on siemens equipment.

Radio Planning Engineer Ref. TE6
Participate in network design, site surveys frequency planning, and familiar with planning and survey tools usage.
QUALIFICATIONS AND EXPERIENCE:
University/Master degree in Electrical Engineering/ Electronics or Communication.
1-3 years experience in the telecommunication field.

Transmission Engineer: Ref. TE7
Responsible for network dimensioning & engineering.
QUALIFICATIONS AND EXPERIENCE:
University/Masters degree in related areas.
1-3 years experience in the telecommunication field. Familiar with microwave equipment.

BSS Engineer: Ref. TE8
Responsible for BSS architecture, engineering & configuration.
QUALIFICATIONS AND EXPERIENCE:
University/Master degree in Electrical Engineering/ Electronics or Communication.
1-3 years experience in the telecommunication field. Familiar with microwave BSS elements.

Project Control Engineer Ref. TE9
Responsible for coordinating between technical department & the other related departments. Cost control activities. Adminstrating technical department database. Generating follow up reports.
QUALIFICATIONS AND EXPERIENCE:
University/Masters degree in related areas.
1-3 years experience using various computer application software especially MS Access, MS Project & Auto Cad.

Core Network IN Engineer Ref. TE10
Responsible for acceptance of IN equipments. Monitoring Core network performance & Quality using IN statistics reports.
QUALIFICATIONS AND EXPERIENCE:
University/Master degree in Electrical Engineering/ Electronics or Communication.
3-5 years of experience in the same field, preferably have experience on siemens equipment.

Core Network SSS Engineer Ref. TE11
Responsible for acceptance of SSS equipments. Monitoring Core network performance & Quality using SSS statistics reports. Planning of Network expansion

QUALIFICATIONS AND EXPERIENCE:
University/Master degree in Electrical Engineering/ Electronics or Communication.
3-5 years of experience in the same field, preferably have experience on siemens equipment.

Core Network VAS Engineer Ref. TE12
Responsible for acceptance & dimensioning of (SMSC, VMS) equipment. Monitoring Core network performance & Quality using VAS statistics reports. Planning of Network expansion.
QUALIFICATIONS AND EXPERIENCE:
University/Master degree in Electrical Engineering/ Electronics or Communication.
3-5 years of experience in the same field.

Documentation & Archiving Specialist Ref. TE13
Responsible for documenting subcontractors' correspondence, drawings, expense claims...etc.
QUALIFICATIONS AND EXPERIENCE:
BBA in related areas.
2+ years of experience in the same field.

Rollout Coordinator Ref. TE14
Responsible for interfacing with suppliers in all network rollout activities.
QUALIFICATIONS AND EXPERIENCE:
University/Master degree in Electrical Engineering/ Electronics or Communication.
2+ years of experience in the same field.

Leased Line Specialist Ref. TE15
Responsible for facilitating any routing activities.
QUALIFICATIONS AND EXPERIENCE:
University/Master degree in Electrical Engineering/ Electronics or Communication.
3-5 years of experience in the same field.

Site Construction Engineer Ref. TE16
Responsible for all GSM civil work activities which includes site selection & validation, site follow up & acceptance.
QUALIFICATIONS AND EXPERIENCE:
University/Master degree in Civil or Architecture engineering.
1-2 years of experience in the same field.

Site Construction Technician Ref. TE17
Responsible for the operations & maintenance of electrical connections & diesel generators in sites.
QUALIFICATIONS AND EXPERIENCE:
Diploma in related field.
3+ years of experience in the same field.

Negotiators Ref. TE18
Responsible for negotiating site acquisition activities.
QUALIFICATIONS AND EXPERIENCE:
University degree in related areas.
3+ years of experience in the field of real estate.

Electrical Connection Expert Ref. TE19
Responsible for follow up on all new electrical connections of the network.
QUALIFICATIONS AND EXPERIENCE:
University degree in related areas.
3-5 years of experience in the same field.

Line Of Site (LOS) Transmission Surveyors Ref. TE 20
Responsible for transmission site surveying. Validation of existing sites.
QUALIFICATIONS AND EXPERIENCE:
University/Master degree in Electrical Engineering/ Electronics or Communication.
1-3 years of experience in the same field.

Human Resources & Administration

Human Resources Manager Ref. HR1
Responsible for implementing HR strategies as directed by the company. Develop and implement a broad range of activities in the areas of recruitment, training, and compensation & benefits. Responsible for undertaking projects relating to the formation, development and implementation of HR policies.
QUALIFICATIONS AND EXPERIENCE:
University degree (MBA is a must)
5-7 years of experience in the HR field

Training Manager Ref. HR2
Responsible for the preparation of training needs assessment for all staff, design the training toolkit, contact and maintain good relationship with the training vendors and carry on training sessions for all departments in accordance to the training plan.
QUALIFICATIONS AND EXPERIENCE:
University degree (MBA is a must)
5-7 years of experience in the HR field

Compensation & Benefits Manager Ref. HR3
Responsible for all the compensatory functions within the department including assisting in the formulation of the company's personnel policies and procedures, related to employee benefits and salary administration
QUALIFICATIONS AND EXPERIENCE:
University degree (MBA is a must)
5-7 years of experience in the HR field

Recruitment Manager Ref. HR4
Responsible for the preparation of the annual manpower plan according to approved budgets. Manage the recruitment process, manage recruitment team in order to reach the company's future challenges related to Human Resources policy
QUALIFICATIONS AND EXPERIENCE:
University degree (MBA is a must)
5-7 years of experience in the HR field

Administrative Assistant Ref. AD1
Responsible for issuing all type of documents and reports. Prepare and follow up on the expenses claims of the department. Prepare and follow up on the travel arrangements for all department employees. Organize and update the filing system. Manage all department correspondence.
QUALIFICATIONS AND EXPERIENCE:
University degree
5-7 years of experience

Please send a detailed CV within 2 weeks to:

recruit@shebatel.com

"Please mark the job title & Ref. in the subject of the e-mail"

Only matching candidates will be contacted for interview.

