



**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 plus)  
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 and 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/Master degree in Electrical Engineering/ Electronics or Communication.  
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 all GSM networks BSS elements.

### Project Control Engineer

Ref. TE9

Responsible for coordinating between technical department & the other related departments. Cost control activities. Administering 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