



**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 (Bangalink).**



### 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.

### ACCOUNTING & FINANCE

#### 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

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) Analyst

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

#### 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.

#### 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