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Information Technology and Billing Department

Operations Manager

Ref # BL-24

Responsibilities:

- Manages IT Operations Team
- Manages Data Centers equipment and environment
- Manages applications performance and availability (billing, ERP, messaging, etc.)
- Maintains Backup/Restore and Disaster Recovery Planning
- Manages Billing cycles

Minimum requirements:

- Master's degree in computer engineering, MBA is a definite plus
- At least 8 years relevant experience in billing system, data center management, oracle database administrations and various server operating systems (UNIX, Linux, Windows)

Technical Department

Production Support Manager, Network Deployment

Ref # BL-25

Responsibilities:

- Maintains department database and progress reporting
- Tracks all financial orders and payments with contractors
- Coordinates with all technical departments and interface with external departments regarding network deployment related issues
- Tracks department budget and all network deployment material stocks

Minimum requirements:

- Bachelor's degree in business administration from a reputed university
- At least 5 years relevant experience in managing multi-task activities in similar working environment
- Experience in quality assurance process and GSM technical specification is a definite plus

Rollout Engineer, Network Deployment

Ref # BL-26

Responsibilities:

- Follows up on the site readiness with construction department
- Follows up on BTS & MW installation
- Ensures the installation quality
- Hands over sites to O&M

Minimum requirements:

- Bachelor's degree in Electrical & Electronics or Communication Engineering
- At least 1 year relevant experience

Transmission Engineer, Network Deployment

Ref # BL-27

Responsibilities:

- Follows up on execution and validates all Lines of Site
- Updates the transmission network topology
- Ensures efficiency of MW network by following up on the acceptance
- Prepares reports on Site Survey

Minimum requirements:

- Bachelor's degree in Telecommunications
- At least 1 year relevant experience

Acquisition Executive, Network Deployment

Ref # BL-28

Responsibilities:

- Conducts Site survey and negotiation activities for rooftop and green field sites
- Communicates and ensures power connection with the respective power office
- Verifies any legal issue regarding the acquired sites

Minimum requirements:

- Master's degree in Law
- At least 3 years relevant experience

BSS Assistant Manager, O&M

Ref # BL-29

Responsibilities:

- Responsible for Operations & Maintenance activities in the assigned region consisting of at least 300 sites
- Follows up on activities in the assigned region to ensure minimum mean time to repair the sites
- Plans tools, utilities and headcount budget required for respective region

Minimum requirements:

- Bachelor's degree in electrical engineering
- At least 3 years relevant experience

BSS Senior Engineer, O&M

Ref # BL-30

Responsibilities:

- Responsible for Operations & Maintenance activities in the assigned region consisting of at least 100 sites
- Follows up on subcontractor activities and ensure fulfillment of the SLA in respective area
- Manages a team of engineers to ensure minimum work order execution delay and ensure minimum mean time to repair

Minimum requirements:

- Bachelor's degree in Electrical & Electronics or Communication Engineering
- At least 4 years relevant experience

NSS Senior Engineer, O&M

Ref # BL-31

Responsibilities:

- Leads 1st level engineers to perform NSS related O&M activities
- Follows up all planned & scheduled work
- Supports all Level-2 NSS actions from remote and on-site locations
- Generates reports on activities

Minimum requirements:

- Bachelor's degree in Electrical & Electronics or Communication Engineering
- At least 4 years relevant experience

VAS Senior Engineer, O&M

Ref # BL-32

Responsibilities:

- Leads 1st level engineers to execute work orders related to IN & VAS equipments
- Acts as a 2nd level support for the operation team
- Leads a team responsible for advanced UNIX & Oracle System Administration

Minimum requirements:

- Bachelor's degree in Electrical & Electronics or Computer Science Engineering
- At least 4 years experience in IN/VAS and Data Networking Administration

VAS Junior Engineer, Core Network

Ref # BL-33

Responsibilities:

- Studies new value added services
- Initiates quotation and evaluates different vendors
- Manages new value added service projects
- Monitors and enhances value added services

Minimum requirements:

- Bachelor's degree in Electrical & Electronics or communication or Computer Science Engineering
- Project Management Professional certificate is a definite plus
- At least 1 Year experience with basic GSM knowledge and a clear understanding of project management

Project Control Engineer, CTO's Office

Ref # BL-34

Responsibilities:

- Controls and follows up the technical projects
- Interfaces with other entities inside and outside the technical departments
- Follows up the issues/scheduled work with the technical vendors
- Carries out additional work in the area of software development and documentation

Minimum requirements:

- Bachelor's degree in engineering or computer science
- At least 1 year experience in project scheduling, planning and reporting

Administration Department

Government Relations Senior Manager

Ref # BL-35

Responsibilities:

- Administers, interprets, and explains policies, rules, regulations, and laws to organizations and individuals under authority of commission or applicable legislation
- Develops, plans, organizes, and administers policies and procedures for the organization to ensure regulatory and operational objectives are met
- Implements corrective action plan to solve problems
- Reviews and analyzes legislation, regulatory, and public policy and recommends changes to promote and support interests of the company
- Establishes and maintains comprehensive recordkeeping system of activities and operational procedures in business office

Minimum requirements:

- Bachelor's degree in engineering, MBA is a definite plus
- At least 8 years relevant experience

Administration Senior Manager

Ref # BL-36

Responsibilities:

- Prepares and issues work schedules, deadlines, and duty assignments of office and administrative employees and staff
- Implements corporate and departmental policies, procedures, and service standards in conjunction with management
- Consults with managers and other personnel to resolve problems in areas such as equipment performance, output quality, and work schedules
- Discusses job performance problems with employees in order to identify causes and issues, and works on resolving problems
- Evaluates employees' performance and conformance to regulations and recommends appropriate action for development

Minimum requirements:

- Master's degree in business administration from a reputable university
- At least 8 years relevant experience in multinational or private company

Legal Manager

Ref # BL-37

Responsibilities:

- Advises company concerning business transactions, claim liability, divisibility of prosecuting or defending lawsuits, or legal rights and obligations
- Interprets laws, rulings and regulations for the company and its businesses
- Analyzes the probable outcomes of cases, using knowledge of legal precedents
- Presents and summarizes cases/ litigation to the company
- Evaluates findings and develop strategies and arguments in preparation for presentation of cases

Minimum requirements:

- LL.M. from a reputable university
- Fluency in English and Bengali both oral and written
- 5 years experience in legal/compliance department of a multinational organization

Warehouse Senior Executive

Ref # BL-38

Responsibilities:

- Verifies shipping documents for customs clearance purpose to get SRO benefit
- Provides technical clarification to the concerned government bodies
- Ensures efficient stock and delivery of inventory and equipments to and from warehouses
- Complies with the work schedules and jobs assigned

Minimum requirements:

- Bachelor's degree in business administration from a reputable university
- Technical knowledge with GSM equipment is a definite plus
- At least 4 years relevant experience

Security Executive

Ref # BL-39

Responsibilities:

- Plans, organizes and monitors safety and security measures for Banglalink personnel and assets
- Implements an advanced monitoring system and set up of routine feedback on security matters
- Investigates and analyzes any security breach for further remedial measures
- Maintains security by following procedures, monitoring logbook, issuing visitor badges

Minimum requirements:

- Bachelor's degree from a reputable university
- At least 4 years relevant experience

Front Desk Executive

Ref # BL-40

Responsibilities:

- Welcomes & receives visitors, guests and callers and manages their inquiries
- Maintains security by following necessary procedures, monitoring logbook, and issuing visitor badges
- Maintains safe and clean reception area by complying with necessary procedures, rules and regulations
- Maintains continuity among work teams by documenting and communicating actions, irregularities and continuing needs
- At least 1 year relevant experience

Minimum requirements:

- Bachelor's degree from a reputable university
- Fluency in English and Bengali

Customer Care Department

Care Line Manager

Ref # BL-41

Responsibilities:

- Forecasts volumes of calls and manpower requirements
- Reviews PABX data and makes necessary changes in staffing based on day of week, sales promotions and other anticipated events
- Monitors productivity of customer service representatives and generate related reports
- Monitors service calls to observe employee demeanor, technical accuracy, and conformity to company policies and procedures
- Answers questions and recommends corrective services to address customer complaints
- Maintains the correct recorded announcement menus, and make changes as necessary based on the time of day, day of week, or holidays

Minimum requirements:

- Master's degree in business administration from a reputable university
- At least 6 years relevant experience

Human Resources Department

Organization Development Executive

Ref # BL-42

Responsibilities:

- Drives the hiring process for recruiting qualified applicants in coordination with the concerned department as per agreed plan
- Prepares and executes development plan for new recruits in consultation with manager immediately after completing the hiring process
- Delivers the specific training programs as per the need and agreed plan
- Works with the concerned departments to prepare their job descriptions, organizational structures and objectives

Minimum requirements:

- Bachelor's degree in business administration from a reputable university
- At least 1 year relevant experience in a multinational organization

Compensation & Benefits Senior Executive

Ref # BL-43

Responsibilities:

- Conducts salary survey and salary review/adjustment related activities
- Develops & implements various long term retention plans
- Carries out and manages various benefit programs like insurance, medical coverage, travel & other allowances
- Calculations of various benefits like festival bonus, performance bonus, increment etc.
- Supervises payroll system under HRIS
- Develops process for new HR policies & procedures

Minimum requirements:

- Bachelor's degree in business administration from a reputable university
- At least 3 years relevant experience in a multinational organization

General requirements:

- Excellent command of English & Computer skills
- Experience in multinational and telecom field is a definite plus

Please send your resume including a recent photo to recruit@banglalinkgsm.com mentioning the Ref # in the subject line before October 8, 2006. Only suitable candidates will be contacted.

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