

Responsibilities

Staff Leadership and Management

- Ability to work in a team
- Responsible for self-learning and development with guidance from the Manager
- Ensure cohesive working with the CoE
- Accountable for meeting and prioritising own targets / deadlines
- Provide information to the Manager on work accomplishments, individual / team challenges
- Lead team meetings and contribute on specialist / technical areas when required
- Review performance metric dashboards prepared on various performance metrics and provided input to the manager

Governance

Adhoc and Operational Meeting

- Participate and provide inputs in operational meetings as and when required
- Set up and manage adhoc meetings for day-to-day operational requirements as and when required

Escalations

- Timely notification of escalations to the Line Manager, and the CoE
- Resolve escalations as per defined escalation / resolution procedures

Opco Operational

- Participate and provide inputs in project status meetings
- Propose operational changes and provide associated user impact assessment

Performance

- Ensure effective execution of day-to-day operations at the CoE and at the Opco and resolve operational issues

- Improve productivity and quality through leading practice initiatives

Reporting

- Provide inputs to the Line Manager (as required) relating to progress made within the sub-division and in accordance with the measurement metrics set by the organization

Operational Delivery

- Search for new clients who could benefit from MTNC products in a designated sector of activity, size of company or region
- Travel to visit potential clients
- Establish new, and maintain existing relationships with customers
- Manage and interpret customer requirements
- Provide Account Plans for each account to provide consultation on products and services that would best serve customer needs Develop the overall sales strategy for a given account and ensure that all sales activity is compliant with the sales strategy
- Continuously learn about products and become subject matter expert on products and services in the Business Services portfolio
- Persuade clients that a product or service will best satisfy their needs
- Calculate client quotations
- Work on tenders launched by customers
- Negotiate terms and conditions of contracts
- Negotiate and close sales by agreeing terms and conditions
- Perform cost/benefit analysis while working on tenders' offers
- Prepare reports management (sectorial report, monthly/quarterly roadmap)
- Meet regular sales targets
- Record and maintain client contact data
- Be present in GSM, ICT/Data, Cloud & IT forums, or any other business-related events to approach clients and present offers
- Make technical presentations and demonstrate how a product will meet client needs
- Liaise with other technical experts to gather additional knowledge/inputs where necessary to complete an offer
- Be able understand client problems to provide the support team with the exact feedback on the issue facing by the client
- Assist in the design of custom-made products
- Provide training and produce support material to the client where necessary
- Achieve sales targets as well as collections' targets
- Ensure no loss of revenue/accounts in current data base

Key Performance Indicators

1. **Financial Perspective** – Value created by optimizing business projects/activities:
 - *Value created by saving cost*
 - *Value created by increase in customer base, product sales, etc. for products and services.*
2. **Internal Perspective** - Value created from improving processes:
 - *Value created & cost-effectiveness achieved by process optimization, new initiatives and improved operations/ways of work etc.*
3. **Customer Perspective** – Value created from Customer Engagements & Ecosystem
 - *Impact include positive companywide engagement indices (Net Promoter Score), customer insight management & engagement (traditional & new business)*
 - Being a Brand Ambassador and MTN advocate
 - Benefits accruing to MTN/Telecom industry from specific actions. *Benefits can be in form of contributions during stakeholder workshops etc.*
 - *Deliberate ecosystem management to achieve business objectives (value creation), brand value & corporate positioning*
4. **People (Learning & Growth)** - Value created through demonstrating the expected values and behaviours and sustaining an engaged workforce
 - *always Speaking in complete candor, being completely accountable, driving a collaborative work culture, getting the job done with Company Pride & Passion thereby enhancing MTN's profile as employer of choice.*

Key Performance Indicators

- % revenue increase
- % retention
- % collection

Qualifications

Education:

- Minimum of 3-year degree in telecommunications, IT or Electrical Engineering with a commercial related field
- Master's or postgraduate qualification is advantageous

Experience:

- At least 3 years in selling to Large Organizations and Public Sectors with minimum of 3 years in a sales position in the IT or telecommunication sector
- Min 3 years relevant industry experience with
- Min 3 years in enterprise products
- Experience in ICT and specifically Cloud solutions sales would be an advantage
- Experience in supervising others is an advantage

- Experience working in a medium to large size organization

Functional Knowledge:

- Information Technology
- Data solutions
- Product Management
- Product and services training
- Solutions sales
- Sales and negotiations skills
- Leadership skills Training
- Induction to Marketing
- Relevant industry certifications in IT, security, and/or IP networking (e.g. ITILv3, CISSP, vendor-specific certifications)
- Financial analysis for non-financial
- Sales skills
- Project management
- Market and industry knowledge
- New product development and management
- Telecoms industry, technology, products and services
- Managed networks
- Cloud computing
- Data center solutions
- IP communications
- Managed security
- Fixed-mobile convergence
- M2M
- Planning and budgeting
- Knowledge of principles and methods of management
- Technical implementation and support
- Fluent in French and English (verbal and writing)
- MS Office

Skills:

- Interpersonal, Communication and active listening skills
- Team spirit and collaboration skills
- Must be able to understand and apply the principles of change management
- Negotiations and Persuasion skills
- Must be able to manage multiple priorities
- Able to create enthusiasm and cooperation for projects
- Customer service and time management skills
- Social Perceptiveness

- Operations Analysis
- Analytical Thinker
- Problem Solver
- Operational Value Creator
- Culture and Change Champion
- Supportive People Manager
- Relationship Manager
- Results Achiever
- Operationally Astute

Behavioural Qualities:

- Attention to detail
- Management skills, creativity, innovation, prevision
- Open minded
- Service Orientation
- Adaptable
- Strong ethical standards
- Ability to work with various groups of individuals and organizations
- Targets oriented
- Directs people
- Manages time