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Department: Outsourced Enterprise Telecommunications Management Services (OETMS)
Location: Western Cape

Our client seeks a candidate to take on the challenging role of Telecoms Manager – Voice and Data at one of their retail client sites. The Telecoms Manager will be responsible for developing the strategic direction of the voice and data environment and the subsequent roadmaps and tactical planning to achieve the chosen strategy.

The telecoms manager will also be accountable for the overall service delivery as well as ensuring that the relationship with the relevant stakeholders on site, as well as the client, are carefully and soundly managed

The ideal candidate would have the following required experience, competencies and skills:

Basic competencies for job success:

- The ability to develop and execute strategic direction
- The ability to develop and execute tactical plans to support the strategy
- The ability to manage the operational environment
- The ability to review architectural voice and data designs
- The ability to project manage voice and data projects
- The ability to achieve high level of customer satisfaction
- The ability to plan and prioritize in a systematized manner
- The ability to focus on people developmental needs in the workplace
- The ability to be innovative for growth and improvement
- The capacity to organize tasks, individuals and workflow
- The capacity to analyze information into a relevant, factual outcome or conclusion
- The ability to set and achieve high standards of excellence
- The ability to negotiate in a spirit of co-operation and collaboration

Functional competency requirements:

- A tertiary qualification supported by professional certification in any of the following ITIL, BABOK, PMBok or other industry related certifications;
- At least 8 years of experience within the telecommunications industry;
- 5 years of experience of voice, mobile and/or networking technology;
- 5 years of people and management experience;
- 5 years' experience in a telecommunications outsourced/outsourcing experience;
- 5 years' experience a role incorporating responsibilities for finances and account management;
- Full functionality and knowledge of the MS Suite of products such as Excel, Word and PowerPoint.
- Presentation skills

KEY PERFORMANCE AREAS:

Technical and Service Delivery Management:

- Ensuring that all client contractual requirements are met and satisfied;
- Supervising and ensuring that all problems within scope of the contract are resolved by the onsite team within the specifications of the Service Level Agreement;
- Ratification and approval of Service Level Agreements at a site level;
- Managing the delivery of the service to a client so that this takes place in accordance with the Service Level Agreement;
- Understanding the Service Level Agreement and issues of delivery and converting them into capacity requirements such that the required resources are available to meet this service needs;
- Highlighting any issues of compliance and/or any other regulatory issues to the client;
- Relaying any report development requirements to Shared Support Services;
- Sharing site requirements with the Regional/Executive Outsourced Management team and assisting to translate these into business opportunities which could create value for both parties;
- Continuous Service Improvement to ensure that level of services are escalated to higher levels – continuously adding more value
- Management reporting and escalation into Executive level

Contract management:

- Ensuring that the terms of new and existing contracts with clients are negotiated and adhered to;
- Ensuring that all contract documentation is completed, recorded and maintained;
- Managing client contracts such that all renewals of existing clients are handled, negotiated and take place with timely notification to the client and in a professional manner;
- Ensuring that contract renewal is finalized before contract expiry date.

Budgeting and forecasting:

- Preparing a forecast of costs and likely revenues to be generated by a site for a fiscal year and/or life cycle of a contract;
- Preparing a financial budget of all costs, revenues and other line items relevant to the site;
- Managing the costs of the site such that they operate within the budget and escalating any variances to the Regional Management/Executive team.

Account management:

- Managing relationships with all relevant stakeholders on site;
- Growing and developing relationships on site with a view to open other business opportunities and increasing possible opportunities for revenue growth on site;
- Presenting value add services to the client which may assist them in better managing their telecommunications needs and budgets;

People Management:

- Managing a site management complement of Technical Support and Operational Support Employees;
- Leading and influencing both the client and employees on site;
- Evaluating the performance of direct reports and ensuring that any development needs are identified and satisfied;
- Dealing with the discipline of employees on site;
- Ensuring that employees meet the code of conduct and code of ethics/standards including that of the client on site;
- Planning the availability of adequate resources on site to satisfy the requirements of the site Service Level Agreement
- The ability to communicate at various levels – written and verbal