NEW VACANCY

Let's grow together, become our

Quality Performance Engineer

A University degree in Telecommunications or equivalent course.

1.5 years experience in telecommunication industry especially on optimizations and customer management.

CORE RESPONSIBILITIES

- Align with TCRA & UCSAF Zonal teams for QOS, issues resolutions and jointly External Interference visits.
- Perform analysis through CSW/ Meta Enterprise Centre and prepare Zonal Performance Reports to Regulatory entities including UCSAF and TCRA.
- Support technology department understand its customers, their needs and expectations by interacting with them through Zonal market visits.
- Handle all customer complaints matters brought in by TCRA & UCSAF and other regulatory bodies.
- Interface to NOC on ensuring all received complaints are worked in by responsible teams, resolutions and feedback are provided timely.
- Support Quality teams in the regions and work closely with customer service team on VOC and NPS Reports follow-up and resolutions
- Ensuring Network availability target is attained and maintained

COMPETENCES

- Excellent in oral and written communication skills
- Demonstrated stable proven Planning skills.
- Independent and with good work attitude with high level of integrity
- Customer management and communication skills.

tigo
sasa ni Yas
Ni wakati wetu

If this description corresponds to you, grow with us by applying before **March 09, 2025**

APPLY HERE

NEW VACANCY

Let's grow together, become our

Convergent Billing System (CBS) Engineer

University degree in Information Technology, electronics or Computer Sciences.

A minimum of 2 years of experience.

CORE RESPONSIBILITIES

- Implement upgrades, patches and new features, testing them to ensure compatibility and minimal disruption to billing operations.
- Systems support and preventive maintenance of Billing system (CBS) and providing Performance Report.
- Work with vendors and third-party providers for system enhancements or integrations with other business systems.
- Collaborate with product development teams to design, configure and deploy new products and services within the billing system.
- Work closely with IT, Finance and Customer Service teams to identify system requirements and resolve issues related to billing processes.
- Implement best practices for cloud security, compliance, and disaster recovery especially in classified environments.
- Ensure availability of CBS files and dumps on CBS mediation side and daily file count status report delivered into DWH.

COMPETENCES

- Proficiency in Linux/Unix-based, Databases, Networks and Server Management for handling backend operations.
- Experience with Kubernetes for managing containerized applications and workloads.
- Knowledge of containerization technologies like Docker.

tigo
sasa ni Yas
Ni wakati wetu

If this description corresponds to you, grow with us by applying before **March 09, 2025**

APPLY HERE