



JOB TITLE: Installation and Maintenance Head

Job Identification: 405

Apply Before: 11/04/2025, 18:49

Job Schedule Full time

Locations: Airtel Tanzania, Tanzania, DAR ES SALAAM, TZ

JOB DESCRIPTION

Why Airtel Africa?

At Airtel Africa, we act with passion, energy, and a can-do attitude. Innovation with an entrepreneurial spirit drive us. If you like “ordinary”, then we are not for you.

We champion diversity. We anticipate, adapt, and deliver solutions that enrich the lives of communities we serve. we roll up our sleeves to win with our customers.

By choosing Airtel, you choose to be part of a winning team. All this in addition to a brilliant opportunity to build a career in your field of expertise, across our different operating companies in Africa.

Airtel Africa is proud to be an equal opportunity employer and remain fully committed to diversity and inclusion in the workplace.

RESPONSIBILITIES

1.Roll outs and Installations and commissioning

- Develop ODU/ONU installation organization i.e. territory dimensioning in line with sales clusters with requisite governance through supervisors with optimal span of control.

- Maintain a database of all installed ODU/ONUs indication customer info, location, etc
 - Job tickets SLAs as defined e.g. 3 hours installation, 4 hours relocation and recovery, 2 hours fault/ repair ticket post confirmed schedule
 - Design PJP (Route plan) within territory + conduct one gate meeting/ day with assigned Installer supervisor on Zoom/ Teams to ensure ways of work governance metrics are in place
2. Logistics and Project Management
- Establish departmental process for installations maintenance and enforce strict adherence
 - Management of CWIP to deliver on installation equipment not to be obsolete in warehouse
 - Put in place a process for ODU/ONU recovery/ redeployment
3. Regulatory and Statutory Compliance
- Ensure all installers have KYC Kits to complete customer on-boarding + Toolbox for physical installation work
 - Ensure all necessary documentation for regulatory compliance is adequate and readily available
 - Keep track record of the routers leased to customers and ensure recovery for non-compliance customers is done as per the company guidelines
4. Partner and Supply Chain Management (Inventory)
- Accountable on stock availability to installers at warehouse and Airtel shops, reconciliation of any other stock management issues in the channel.
 - Collaborate with Supply Chain Management Team, validate requests and raise the purchase of ODUs/ONUs, installation equipment based on agreed standards
 - Provide support and ensure effective process management of service provider and installer vendors
 - Establish procedure from improving roll out, maintenance and removal of ODU/ONUs and other equipment
 - Ensure and coordinate various activities with Supply Chain Management for warehousing and dispatching of installation elements to specific locations
 - Track and follow up on equipment delivery for ODU/ONU rollout (Local and imported)
5. Installer Team Management
- Ensure pay rationalization for better efficacy and timely payout to team members
 - Training and certification of installers
 - Evaluate and monitor the performance and quality standards of sub-contractors within their infrastructure boundaries and take corrective active as applicable

QUALIFICATIONS

- University degree in Telecom Engineering, Networks, Technical or electrical or equivalent qualification
- Professional Qualification in Project Management Techniques
- Minimum 7 years' experience in technical role Telecom/ DTH/ ISP
- Category Understanding - Understanding the competition landscape within the OPCO – players, the market size, regulations, technologies used devices offered, spectrum used etc.

- Latest technology and processes used in related industries such as Satellite TV, Computer peripherals etc.
- IT Literacy and business education, an added advantage
- Able to operate in a performance driven organization
- Proven team Leadership skills - Ability to influence and get things done quickly is critical.
- Resilience and ability to deliver against stretch targets
- Strong entrepreneurial spirit
- Analytical skills and ability and strong Commercial Acumen
- Building team skills as this is new business
- Proficient with Microsoft Office Suite or related software

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