



Job Description

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Job Title Operation and Maintenance Director	Job Location Mwanza	Category -
Job Type Full Time	Job level Director / CXO	Industry Telecommunication, Telecom Services & Equipment
Open to Expatriates Open to Expatriates & Local Nationals		

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry Telecommunication: 10 Years
Secondary Industry Telecom Services & Equipment: 10 Years	Primary Category -	Secondary Category -
Certificate -	Qualification -	

Summary

The Operations and Maintenance Director will provide strategic operational direction, technical expertise, and training for a team overseeing O&M, energy, and telecom infrastructure. This role is responsible for leading managers who maintain telecom customers' networks, ensuring team development, smooth management, and a high level of service quality. The individual will plan, implement, and manage resources to meet operational demands, drive performance against SLAs and KPIs, and achieve business goals within allocated budgets.

Responsibilities

- Control of technical teams
- Ensure that the team follow agreed fault management process for engagement, delivery and communication with regards to fault resolution and follows internal and customer expectations and guidelines regarding governance of fault management.
- Responsible to manage on-going activities within the team, by providing assistance, guidance and advice or taking appropriate action in order to effectively resolve conflict, problems and escalations and facilitate optimal team performance and ensure standards are maintained and ensure systems/colleagues under management are compliant with applicable standards/guidelines.
- To manage the performance of all team members via the process of Straight Talking (Performance Management Process) and to identify and address colleague issues and potential areas for concern professionally, in order to maintain colleague discipline and morale
- To ensure that daily/weekly and monthly reports are timely and accurate and make necessary follow-up on reports to ensure necessary improvements and recommendations are made.
- To encourage performance improvements and support to achieve relevant career aspirations within the team.
- Responsible to continually review, implement and maintain departmental processes in order to meet the SLA and to improve the quality of service provided to the customer.
- Respond to real time events, escalations and operational needs through the effective deployment of suitably trained personnel in order to provide adequate job cover at all times to meet operational expectations and agreed service levels and be responsible for resource forecast plans/shift to account for sickness, holiday, increased work volumes, training and shift cover to meet operational demands
- Ensure that fuel and electricity consumption collection is well made and accurate.
- Analyse fuel consumption and provide solutions to decrease fuel loss in coordination with the fuel and fleet Director.
- Schedule and attend regular meetings with teams and customers
- Coordinate with other departments to ensure smooth running of operations.
- Support countries for O&M budget construction and optimization

- Support presales and sales teams for RFQ analysis
- Support legal to build O&M contracts for subcontractors as well as conduct due diligence and Conflict of Interest
- Ensure that process of consumables and oil recycling is performed to preserve environment (waste management).
- Ensure Total compliance to NETIS health and safety policy as well as Client HSE policy and procedures
- Responsible to determine the management of workplace safety procedures.
- Responsible in ensuring that good case practice on HSE compliance are followed at all times.
- Responsible to spearhead Incident as well as Hazard reporting at the workplace.
- Responsible to overseeing and monitoring workplace safety.
- Responsible to oversee the implementation of Safety statements.
- Responsible to oversee the assessment of Company SHERQ performance along with SHERQ Manager
- Responsible to ensure at all times enough resources are allocated to implement HSE Policy requirement.
- Responsible to ensure at all times SHERQ plans and procedures are implemented, maintained and reviewed among the operation team.
- Responsible to participate in SHERQ meeting, audits as well as random site inspection to ensure compliance.
- Maintain SLA, MTTR as per customer contracts.
- Customer focus, business impact awareness, excellent customer communication and knowledge, and great negotiation skills.
- Manage team, maintain focus, discipline and adherence to standard operating procedures
- Establish and maintain good cross functional interactions and support.
- Work hand in hand with other departments to manage the overall cost of the project and maximise project income
- Comply with Health and Safety procedures
- Carry out duties and responsibilities in accordance with ISO requirements, NETIS' policies and applicable laws.
- Ensure the development of SHERQ practices for NETIS and oversee compliance with those practices
- Participate in risk assessment and hazard identification in work.

Education & Qualifications

- Bachelor's degree in Engineering with at least 6 years of experience in Power-related fields.
- Previous experience with continuous improvement methodologies, such as PMP, TPM, and Six Sigma is highly desirable.
- Strong computer skills, including Microsoft applications, web-based applications, and financial planning.
- Evidence of continuing education and involvement with professional organisations preferred.

Requirements

- Proven working experience of at least 10 years in the telecom industry and at least 5 years as O&M Manager.
- Good understanding of technology including Telecom Traffic Management, Content Management, Outage Prevention, active and passive equipment, Power equipment (generators, solar equipment, batteries, RMS).
- Fuel and electricity management.
- Outage mitigation, network fundamentals, and telecom power systems.
- Excellent understanding of global telecoms infrastructure including 24 x 7 x 365 environment and ability to adapt to international working environments.
- Experience in working with multiple third-party network providers and equipment vendors.
- Experience in electricity and power.
- Experience in green energy.
- Previous track record of improving processes, creating savings, and adding value.

Characteristics

- Able to communicate at appropriate levels of target audience on both technical & non-technical topics (including process activities).
- Ability to produce and analyze network incident reports in relation to network events.
- Excellent written and oral communication skills.
- People/team management and leadership skills.
- Ability to successfully manage teams.

Reporting To

Managing Director

Driving Licence

Not Required

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