

As a leading ICT player and equal-opportunity employer, Telecom Namibia is committed to innovation and service excellence. We are at the forefront of cutting-edge technologies, driving 5G expansion, cloud transformation, and managed cybersecurity services to enhance connectivity across Namibia. Our competitive remuneration and investment in human capital empower our employees to thrive in a rapidly evolving digital economy.

If you are a forward-thinking professional eager to shape the future of telecommunications, we invite applications for the following Executive positions based in Keetmanshoop.

POSITION: REGIONAL SENIOR MANAGER: FIELD SERVICE: SOUTH
REPORTING TO: HEAD: FIELD SERVICES
GRADE: D5
DUTY STATION: KEETMANSHOOP

KEY PURPOSE:

The Key Purpose of the position is to manage and lead a professional team that ensures the delivery of effective and efficient field services in the respective Region. Control, maintain, develop, grow and improve the local Access Network in the Region.

KEY PERFORMANCE AREAS WOULD INCLUDE:

- Execute business management within the respective region, including performance management
- Enforce Processes, Procedures and Management of quality standards in Field Services Region.
- Oversee the Management of Service installations and Fault Handling within the Region to ensure customer satisfaction and adherence to CRAN Regulations.
- Ensure execution and hand over to Field Services of approved projects for the improvement and expansion of local access technologies in the Region.
- Execute effective Financial Management, Operational budget, expense and stock controls within the Region.
- Execute Proper HR Management to support business requirements in the Region.

KEY EDUCATIONAL QUALIFICATIONS & EXPERIENCE REQUIRED:

Engineering degree and Professional Engineering registration with at least (8) years relevant experience in Telecommunications of which three (3) years should have been on a management level OR a National Diploma in Electronics or Telecommunications or IP/IT or equivalent and at least 10 years relevant experience of which at least 5 years should have been on a management level and completed an MDP or SMP program or a Management Diploma or Degree OR Telecom Electrician Certificate in Telecommunications and at least 10 years relevant experience in the telecommunication environment of which at least 8 years should have been on a management level and completed an MDP or SMP program or a Management Diploma or degree. A Code BE Driver's Licence is mandatory..

KEY KNOWLEDGE REQUIRED:

Knowledge of complaints and customer handling, Field Service products and services, knowledge of relevant telecommunications network infrastructure and relevant business and application software used by TN, knowledge of MS Office applications, TN's policies, processes and procedures related to the provision of customer services, Knowledge of CRAN regulations, TN Standards, knowledge of international standards and specifications (e.g. SANS, IEC, IEEE) and overview knowledge of service providers regulations and laws.

KEY CHARACTERISTICS:

Excellent leadership and communication skills, organising and coordination skills, highly structured way of thinking, ability to work under continuous pressure, Formal thinking ability (linear and logical), highly action oriented and the ability to take decisions, good customer orientation, problem solving capabilities. A team player and ready to work in a fast-changing working environment.

NOTES TO APPLICANTS:

Applicants requiring further information about these jobs should direct their inquiries to the following persons:

- **John Human at +264 61 2012807**

Suitably qualified applicants from designated groups defined in the Affirmative Action Act (1998) are encouraged to apply.

A comprehensive application supported by a detailed CV with copies of educational qualifications should be addressed to: Mrs. Shirley Harases, The Acting: Human Resources Business Partner, Corporate & Marketing Department: Via the following email address: apply@telecom.na

Please note that full time employees, contract workers and qualifying interns are eligible to apply.

Only short-listed candidates will be communicated with, and no personal documents will be returned.

CLOSING DATE: 31 OCTOBER 2025