

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 Strategic position based in Windhoek.

POSITION: OSS/BSS TRANSFORMATION PROGRAM DELIVERY SPECIALIST
(Fixed Term Contract: 12 months)
REPORTING TO: OSS/BSS PROGRAM MANAGER
DUTY STATION: WINDHOEK

KEY PURPOSE OF THE POSITION:

The Key Purpose of the position is to support the successful delivery of the OSS/BSS Transformation Project by filling critical gaps in vendor management, quality assurance, project coordination, and risk management. The role ensures alignment between business needs and technical delivery across multiple vendors and workstreams.

KEY PERFORMANCE AREAS WOULD INCLUDE:

Vendor Management

- Monitor vendor performance.
- Assist in resolve escalated vendor issues and disputes.
- Assist with change requests and management

Quality Assurance

- Assist in defining quality standards and acceptance criteria for deliverables.
- Support the Testing and Integration Stream in execution of test strategies, including functional, integration, and user acceptance testing.
- Assist with root cause analysis for defects and recommend corrective actions.
- Review technical documentation and ensure alignment with business requirements.
- Establish continuous improvement mechanisms for QA processes.

Project Management Support

- Assist in maintaining detailed project plans and schedules.
- Track progress against milestones and report deviations.
- Support stakeholder communication and engagement activities.
- Assist in coordinate cross-functional teams and ensure alignment with program goals
- Assist with efficient coordination with tasks across projects and involved vendors

Risk Management

- Conduct regular risk assessments and scenario planning.
- Assist in develop mitigation and contingency strategies.
- Monitor emerging risks and update risk profiles accordingly.
- Facilitate risk governance meetings and reporting to the steering Committee.

KEY EDUCATIONAL QUALIFICATIONS & EXPERIENCE REQUIRED:

Education

Bachelor's degree in one or more of the following fields:

- Information Technology
- Computer Science
- Telecommunications Engineering

- Project Management
- Business Information Systems

Master's degree in a related field would be an advantage, especially with a focus on digital transformation, OSS/BSS enterprise architecture, or systems engineering.

Professional training and certifications

- Project Management: PMP, PRINCE2, or equivalent.
- Agile/DevOps: Certified Scrum Master (CSM) or SAFe, or Agile PM certifications.
- Change Management, appropriate certification (e.g. SAFe Practice Consultant)
- Quality Assurance: ISTQB or similar QA/testing certifications.
- Risk Management: PMI-RMP or equivalent.
- Telecom specific training in OSS/BSS frameworks, TM Forum standards (ODA, eTOM, SID, TAM), would be highly advantageous.

SKILLS AND COMPETNCIES REQUIRED

Professional experience

- Over 15 years of experience in Telecom OSS/BSS transformation programs and Multi International vendor environments with complex integration and delivery dependencies.
- Project and Project Program Management Experience
- Change and Quality Management experience in IT Transformation Program
- Coordination Experience of System integration and end to end testing of large and complex IT solutions
- Proven track record in OSS/BSS transformation, including vendor coordination, system integration, and business process reengineering.
- Experience working with multi-vendor environments and managing complex stakeholder landscapes.
- Extensive experience in vendor oversight, quality assurance processes (including test strategy development), and risk management frameworks.
- Familiarity with telecom operations, including provisioning, billing, CRM, and network management systems.

Skills & competencies

- Telecommunication industry knowledge
- Excellent project planning and execution coordination skills.
- Strong analytical and problem-solving skills.
- Solution delivery with clear commitment to quality
- Agile and Lean Management approach
- Effective Communication and Engagement Management, at all levels
- Ability to navigate organizational dynamics and drive cross-functional alignment.
- Change Management
- IT Solutions alignment skills
- High proficiency in project management tools (e.g., MS Project, JIRA, Confluence).

NOTES TO APPLICANTS:

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

- Laban Hiwilepo at +264 612012979

A comprehensive application supported by a detailed CV with copies of educational qualifications should be addressed in confidence to: The Senior Manager: Human Resources Business Partnering and Administration, Corporate Human Resources at email: apply@telecom.na

Suitably qualified applicants from designated groups defined in the Affirmative Action Act (1998) are encouraged to apply. Only short-listed candidates will be communicated with, and no personal documents will be returned.

CLOSING DATE: 31 OCTOBER 2025

