

VACANCY



The growth at MTC, Namibia's leading telecommunications company, now warrants appointment in the following vacancy:

Manager: Enterprise Service Support (D4)

The incumbent will report to the: **General Manager: Monitoring & Support**

Job Competencies Include:

The role is responsible for overseeing and managing the provision of end-to-end technical infrastructure, and system support to ensure seamless service fulfillment and ongoing support for enterprise customers, which include fixed line and other digital enterprise products and services. This role ensure that enterprise customers receive high-performance, reliable, and scalable enterprise services that align with their business needs.

- Lead and manage the team to foster a competent customer-first service delivery culture within the Enterprise Support team and regularly communicate MTC's business developments to ensure all staff remain fully informed and aligned.
- Design and develop effective strategies to improve the Enterprise Service support operations and ensure full alignment with MTC's overall corporate strategy.
- Conduct market and industry research to identify emerging trends, technologies, and opportunities for continuous improvement of enterprise service delivery.
- Ensure compliance with Service Level Agreements (SLAs), safety protocols, service performance standards, industry regulations, policies and internal change management protocols for all network reconfigurations, integrations, and updates.
- Deliver and manage enterprise services (fixed-line, digital products) with strict adherence to SLAs, while ensuring scalability, reliability, high network availability (packet loss, jitter, latency, link uptime), and optimal resource deployment.
- Manage field service operations, contractors (onboarding & performance), dispatch activities, customer premise equipment (CPE), boot stock, and full equipment lifecycle to achieve cost efficiency and maximum customer satisfaction.
- Manage, track, and report key performance indicators (KPIs) for the Enterprise Service Support team and Enterprise Customer Access networks, while producing and presenting regular performance reports to Senior Management.
- Research, design, and recommend process improvements leveraging automation, digital tools, and system integration to optimize resource utilisation, enhance productivity, and support future scalability.
- Collaborate with internal stakeholders and vendors to handle customer service contracts, resolve issues, and establish structured feedback channels for continuous improvement and advise on SLA reviews/amendments based on changing business needs.
- Manage all departmental risks, proactively identify new/emerging risks in collaboration with the MTC Risk Office, and ensure robust control of user access requests and implementation per policy.

Qualifications and Personal Competencies:

- Bachelor's degree in IT, Telecom, Computer Science, or a related field.
- Minimum of 8 years' total experience and at least 3 years' in a managerial role.
- Minimum of 5 years' experience in Enterprise service operations, enterprise monitoring, or technology infrastructure management.
- Minimum of 2 years' experience in vendor negotiations for Enterprise service solutions.
- Minimum of 3 years' experience managing and controlling departmental budgets.
- Minimum of 3 years' experience working within a telecommunications.
- Experience in project management is a added Advantage.
- Must have in-depth understanding and experience in ITIL 4, eTOM, ISO 27001, Enterprise SLA Management.
- Must have practical experience in TM Forum Open APIs, MEF Standards (for connectivity providers), Cloud Platforms, CRM Systems.
- Must have hands-on exposure on COBIT, DevOps/SRE, 3GPP basics, ISO Standards (20000, 9001 and 22301) and NIST Cybersecurity Framework.
- Excellent interpersonal and relationship management skills to engage confidently with internal teams, enterprise clients, and external vendors.
- Excellent critical thinking, analytical, and problem-solving skills to drive continual service improvement.
- Must have a valid driver's license
- Must be a Namibian citizen or have permanent residency.

Application closing date: Wednesday, 18 February 2026

Submissions should contain a comprehensive CV, supported by a motivation (cover) letter, and Qualifications and should be addressed as follows:

Apply via the recruitment site: https://jobopportunities.net/jobs_search.aspx

No Hand delivered applications will be accepted.

NB: Only short-listed candidates will be contacted, and no CVs or documents will be returned.

* Previously disadvantaged people are encouraged to apply. MTC is an equal opportunities employer and offers a competitive remuneration package to the successful candidate.



Scan to apply



mtc.com.na

