UGANDA TELECOMMUNCATION CORPORATIONS LIMITED
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EXTERNAL JOB ADVERTISEMENT

About Us: Uganda Telecommunications Corporation Limited (UTCL) is a Limited Liability Company incorporated under the Laws of Uganda and wholly owned by the Government of Uganda. Its core objective is dealing in the business of telecommunication services, which include fixed lines, mobile, data and internet and serves as a National Operator.

The Vision of UTCL is to provide affordable access to secure, quality and sustainable Telecommunication services with a mission to deliver the most innovative communication solutions in Uganda.

UTCL is now seeking to recruit enthusiastic and experienced individuals to fill the following positions;

UTCL	DATE ISSUED : 1st September 2023
JOB TITLE: Head Audit & Risk Management	
REPORTS TO: Chief Operations Officer	

JOB DETAILS /PURPOSE
- To provide audit and risk management inputs in achieving the UTCL's business strategy that will create and deliver shareholder value.   - To direct audit and risk management within the framework of an agreed business strategy, to facilitate the management and minimization of risks and objectively evaluate controls in meeting operational targets for return on investment.

ROLES/ RESPONSIBILITIES

Strategic

1) Lead a team of audit and risk management experts in implementing the UTCL's strategy within a framework agreed by the Board, which meets requirements for creating and delivering shareholder value.
2) Oversee the Development and maintaining of a comprehensive, flexible annual audit plan, in line with company core strategy, values, and objectives, for approval by the Chief Operations Officer, Management and the Board

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      Audit Committee; to include any risks, control, compliance, governance or any other concerns identified from relevant sources.

3) Provide professional audit and risk management advice and services to the Chief Operations Officer and UTCL's Board.
4) Represent and promote UTCL's audit and risk management interests in national or international forums, as directed by the Chief Operations Officer.
5) Ensure that UTCL conforms to investors' expectations by supplying relevant investor briefings relating to audit and risk management, as required by the Chief Operations Officer.
6) Submit reports to the Board Audit Committee through the Chief Operations Officer.
7) Develop, maintain and communicate an approved internal audit charter.
8) Explain UTCL's audit and risk management strategy to key stakeholders and ensuring that it drives operational management in audit and risk management throughout the organization.
9) Create a successful audit and risk management operation which meets investors' requirements for profitability.

Compliance
1) Ensure full compliance with audit and risk management requirements across UTCL.
2) Build quality audit and risk management processes to systematically implement business strategy and ensure operational effectiveness on a day-to-day basis.
3) Oversee the risk management process i.e. Risk identification, assessment and profiling, response to risk, the establishment of mitigating controls and risk monitoring.
4) Oversee the effective prevention and detection of fraudulent activities and follow up of remedial action.
5) Minimize risks and objectively evaluating controls in meeting or exceeding business performance targets in areas such as return on investment, profitability and customer satisfaction.
6) Use relevant metrics and measures to routinely monitor progress against targets and take appropriate managerial action to ensure that all targets are met or exceeded.
7) Establish policies for the auditing and risk management activity in line with international standards and code of conduct and direct its technical and administrative functions.

Revenue Assurance
1) Improve the end-to-end assurance of cost and revenue from source through to wholesale and retail billing, within controlled environment across all revenue streams.

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2) Develop and implement end to end controls methodology for all products and services relating to all revenue streams.

3) Support and deliver in the execution of the Cost and Revenue Assurance for all products and services relating to all revenue streams.

4) Provide comprehensive revenue assurance framework for all company's revenue streams.

5) Produce and analyze all B2B reconciliation from Source, through to wholesale and retail billing and ensuring that all events are received and processed in a timely, complete and accurate manner.

6) Develop, improve and support automation and efficiency of all required business processes and Revenue Assurance models for all products and services related to all revenue streams.

7) Work with all product owners to ensure controls are in place to support the lead to cash process for all revenue streams.

8) Analyze and report clearance of exceptions from all provisioning and billing systems.

9) Provide comprehensive revenue risk analysis to drive internal improvements through prioritization of tasks or resolution activity to mitigate risk across the business functions.

10) Provide feedback and analysis to the finance and commercial teams in regard to variances and potential impact on the P&L.

11) Champion revenue leakage issues across usage by influencing and engaging key stakeholders on activity and resource requirements necessary to drive revenue maximization

12) Provide and support the Revenue, Cost and Margin Assurance coverage for a varied spread of customers with on-going revenue.

13) Deliver agreed margin improvement targets and decipher a plan against meeting and monitoring the target outcome.

14) Initiate & support process improvement programs to drive control environment.

15) Manage over, under & incorrect charging issues of company's products / services across all systems.

16) Help develop new reporting models and metrics to improve accuracy, timelines and efficiency of Revenue, Cost and Margin Assurance.

17) Actively participate in all go-to-market phase during product launch & changes to identify financial risk to business.

18) Actively seek improvement opportunities in existing processes & systems for better control environment within the business.

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Staff Development
1) Obtain, maintain and develop an audit and risk management staff capable of accomplishing the internal audit and risk management function.
2) Provide development opportunities for audit and risk management staff.
3) Appraise audit and risk management staff and providing counsel on their performance and professional development.

QUALIFICATIONS

- A good degree on Accounting, Finance, Business Administration or related field from a recognised university.
- Master's degree in Business Administration or equivalent from recognized university
- A relevant professional qualification e.g. CIA, ACCA, CPA, CISA or equivalent
- Membership to a professional body e.g. IIA, ICPAU or equivalent.

KNOWLEDGE, SKILLS & EXPERIENCE

- 8 years business leadership of a large Audit and Risk Management unit
- Good knowledge of Microsoft office applications
- Knowledge of accounting package preferably Sun Systems
- Knowledge of an audit package preferably ACL (Audit Command Language)
- Experience in telecommunications and ICT sectors
- Ability to lead the Audit and Risk Management Department strategy and decision-making processes to create and deliver shareholder value based on Uganda Telecom's core competence.
- Analytical thinker who can recognise trends and opportunities and plan/execute action to exploit business opportunities.
- Situational and transformational leadership skills.
- Excellent communication skills
- Situational and transformational leadership skills.
- Excellent communication skills with people at all levels and backgrounds.
- Personal commitment to meet or exceed all targets and objectives.
- Ability to understand the needs of employee's and to apply best practice people management techniques to ensure a motivated and productive workforce.
- Ability to work with teams and lead teams to achieve business objectives.

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- Ability to provide professional advice to the Board and Managing Director.
- Utmost professional integrity
- Ability to work with minimum supervision
- Ability to work under pressure

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UTCL	DATE ISSUED: 1st September 2023
JOB TITLE: Head of Human Resources	
REPORTS TO: Chief Operations Officer	

JOB DETAILS /PURPOSE

As a key member of the Senior Management Team, the job holder will be responsible for providing strategic and operational leadership of the Human Resource Function through policy and procedure formulation and implementation in areas of human resource planning, training and development, remuneration and ensuring excellent general staff welfare.

RESPONSIBILITIES

1. Shall be responsible for participation in senior level decision making and strategic direction of the UTCL. This will include developing and implementing the Annual Human Resource strategy and workforce planning in alignment with the UTCL's overall strategy.
2. Maintain an up to date framework of policies and procedures that enable the business to employ, engage, develop, and manage its people in accordance with UTCL's values, and within the employment law. Enable all staff to understand and access these policies and procedures as appropriate to their roles and responsibilities.
3. Responsible for Human Resource Management Information System and preparation of HR related reports to management and the board. Streamline and strengthen the HR records, statistics and information system (MIS) for effective planning for administrative control purposes at departmental and ultimately at corporate levels.
4. Develop, oversee implementation and track the annual Human Resource budget while ensuring accountability and efficient cost management.
5. Planning, implementing, evaluating and monitoring staff training and development activities in line with UTCL's strategic direction, staff up skilling and enhancing staff professional advancement. Conduct annual training needs analysis, prepare and implement the training plan and budget while ensuring identified training needs and competence gaps are covered.
6. Co-ordinate and maintain efficient staffing levels through systematic recruitment, appointments, deployment and transfers of staff as required from time to time. Analyze critically and advise stakeholders on the overall impact of staff recruitments, deployment and transfers and promotion proposals and/or decisions.

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7. Maintain over sight over Performance Management system that supports and promotes a high-performance culture within UTCL. Implement rigorous work planning, develop and disseminate SMART key performance indicators, ensure regular staff performance appraisals, enforce performance improvement mechanisms, provide feedback and reward mechanisms.
8. Oversight of provision of favorable staff benefits and compensation schemes with a view to ensuring internal equity and external competitiveness.
9. Manage the employee discipline and grievance process through providing support and assistance to management to monitor assess and evaluate the overall level of staff compliance with bank's HR policy and recommend and/or follow up with remedial action thereof in liaison with stakeholders, as required. Ensure staff grievances are handled expeditiously and solved with finality.
10. Effectively manage staff welfare aspects and develop initiatives that will ensure a conducive environment for staff motivation and high productivity.
11. Develop and monitor HR related Service Level Agreements with heads of department to ensure efficiency, value for money and timely delivery against set targets.
12. Manage and supervise the HR Team to ensure effective and timely implementation of HR strategies.

QUALIFICATIONS AND EXPERIENCE

- A Bachelor's degree in Human Resource Management or another related field.
- Post graduate diploma or a professional qualification in Human Resource Management is desirable.
- 5-8 years' experience of Human Resources/ Talent experience and management.

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UTCL	DATE ISSUED: 1st September 2023
JOB TITLE: VAS Engineer/Software Developer	
REPORTS TO: Manager Business Intelligence and Data Warehousing	

JOB DETAILS /PURPOSE

To design, develop, support and maintain market leading Value-Added Service platforms, applications and propositions to improve internal processes, enhance productivity, and support the overall achievement of organizational goals.

ROLES

1) Monitor, respond and resolve any incidents and or outages affecting the VAS services.
2) Integrate new products and services and ensure high quality end to end services are delivered to customers
3) Customize and support standard Online Transaction Processing (OLTP) applications interfacing with the core GSM and other Telecom Network Nodes.
4) Maintain the VAS product catalogue and the interfaces to other systems.
5) Translate business requirements into design/technical requirements for new product services and Platforms.
6) Develop New VAS Applications or Systems as per Business Requirements.
7) Monitor and Analyze VAS systems performance and capacity on the basis of statistics and reports. Based on these reports, identify the areas of improvements and develop techniques for optimization.
8) Ensure compliance with VAS software license agreements
9) Provide second line technical support for customer complaints.
10) Carry out installation, integration and accepting testing of new VAS nodes and services.
11) Deploy and integrate VAS products with partner network environments.
12) Facilitate upgrading and expansions of VAS products within a partner production environment.

13) Troubleshooting VAS integrations, interfacing with many vendors such as IN, Core Network, Billing and other third parties, encompassing SS7 and IP provisioning.
14) Study possible, supplementary and Value-Added Services/feature offerings, and recommend new cutting-edge products.

15) Fulfil the Service configuration and activation according to plan for service provisioning.

16) Carry out preventive and corrective maintenance to assure systems availability and security.

RESPONSIBILITIES

- System requirements gathering and System Requirements Specification development.
- Applications design, development, testing and deployment.
- Applications Maintenance and support for high availability.
- Quality Assurance and testing.
- Security management and compliance.
- Data and integrations management.
- Documentation and Knowledge Management & share
- Evaluate sectional needs and recommend solutions
- Keep abreast with industry standards and emerging technology developments.
- Effective deadline and Time management
- Maintenance of an Updated Applications Catalogue

QUALIFICATIONS AND EXPERIENCE

- Degree in Information Technology, Computer Science, Data Science, Mathematics or any other related fields

KNOWLEDGE AND SKILLS

- At least 3 years' experience in applications development using C, C++, C#, Java and Python programming languages
- Proficiency in using web development technologies such as ASP.NET, JavaScript, PHP, HTML & CSS
- Proficiency with multiple DBMS (MSSQL, MySQL and Oracle)
- Expertise in Reports design and Deployment using SSRS and Crystal Reports technologies
- Expertise in System Integrations using SOAP and RESP APIs
- Proficiency with development and deployment on Windows and UNIX environments.
- Proficiency in Android Applications Development
- Strong Inter-personal and Communication Skills
- Analytical & Problem-Solving Skills

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UTCL	DATE ISSUED: 1st September 2023
JOB TITLE: Telecommunications Project Manager	
REPORTS TO: The Chief Operations Officer	

JOB DETAILS /PURPOSE

The role of the Telecommunications Project Manager is to plan, schedule, budget and oversee implementation of new technologies, projects or services according to set deadlines.

ROLES

1) Ensuring that all projects are completed on time and within budget.
2) Evaluate customer satisfaction levels to ensure that customers are completely satisfied with services being provided by UTCL.
3) Managing, supervising and coordinating Engineers, Technicians, and other personnel involved in installation projects.
4) Monitoring project schedules, budgets, and staff activities to ensure projects are completed on time and within budget parameters.
5) Draft and submit budget proposals, and recommend subsequent budget changes where necessary. Where required, negotiate with other departments Managers for the acquisition of required personnel from within the company.
6) Determine and assess needs for additional staff and/or consultants and make the appropriate recruitments if necessary during the project cycle.
7) Perform overall quality control of the work (budget, schedule, plans, personnel's performance)
8) Oversee all aspects of projects. Set deadlines, assign responsibilities, monitor and summarize progress of project.
9) Clearly identify gaps in project delivery – time, cost, resource, deliverables, and escalate as appropriate.
10) Manage, monitor and motivate the cross functional teams assigned to the project.
11) Determine the frequency and content of status reports from the project team, analyse results, and troubleshoot problem areas.
12) Make progress reports, proposals, requirements and presentations.
13) Ensure that the procurement activities are consistent with the technical requirements of the Project.
14) Monitor compliance to applicable codes, practices, policies, performance standards and specifications.
15) Recommend actions to keep projects within budget and completed on time.

16) Manage development and quality delivery of all Project documents and deliverables.
17) Evaluation of Project Performance after completion and create recommendations report in order to identify successful and unsuccessful project elements.
18) Work with vendors to ensure that all equipment is compatible with existing systems and able to support new technology needs.
19) To define project success criteria and disseminate them to involved parties throughout the project.
20) Manage and supervise teams of engineers, technicians and other personnel involved in installation projects
21) Ensure that all teams have the necessary tools and materials to complete their project tasks efficiently.
22) Coordinate with external contractors or consultants to ensure that all work is performed according to specifications.

QUALIFICATIONS

- A minimum of a Bachelor's degree in Telecommunications Engineering, Electrical Engineering, Business Administration or Project Management related qualifications.
- The ideal candidate should have a minimum of 5(Five) years working experience in Telecommunication industry with 2(Two) years in project implementation and field experience
- Project Management certifications or Master's Degree is an added advantage.

KNOWLEDGE, SKILLS AND EXPERIENCE

- Good interpersonal skills.
- Excellent communication skills.
- Excellent analytical and report writing skills.
- Good leadership skills.
- Ability to work with multiple teams in a complex and multicultural environment.
- Relationship management.
- Problem resolving skills.
- Negotiation skills.
- Analytical thinker who can recognize trends and opportunities plan/execute action to exploit business opportunities.
- Personal commitment to meet or exceed all targets and objectives of the various projects.
- Ability to compile and present business cases.
- Utmost professional integrity

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UTCL	DATE ISSUE: 01st September 2023
JOB TITLE: Project Officer	
REPORTS TO: Telecommunications Project Manager	

JOB DETAILS /PURPOSE

To implement and monitor planned telecommunications projects according to set deadlines.

ROLES/ RESPONSIBILITIES

1) To define project scope, goals and deliverables that are in line with company objectives.
2) Manage all aspects of UTCL's projects. This includes planning, scheduling, budgeting and overseeing the implementation of new technologies or services
3) To plan and schedule project timelines and milestones using appropriate tools.
4) Coordinate with internal departments to ensure that' projects meet Company standards for deigns and functionality.
5) To communicate project expectations to team members and stakeholders in a clear manner.
6) Evaluate customer satisfaction levels to ensure that the customers are completely satisfied with services being provided by UTCL.
7) To track project deliverables and milestones.
8) To make progress reports, proposals, business case requirements and presentations.
9) To manage, monitor and motive the cross functional team assigned to the project.

QUALIFICATIONS/ ATTAINMENTS

- Bachelor's degree in Electrical Telecommunications Engineering, Computer Science, Business Administration, Statistics, Economics and Commerce
- Project Management certification.

KNOWLEDGE, SKILLS AND EXPERIENCE

- 3 years working experience in a related field
- Effective communication Skills to deal with people at all levels and backgrounds.

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- Problem solving Skills
- Good negotiation skills – able to negotiate with contractors, suppliers, vendors and other parties involved in the project.
- Leadership skills
- IT skills
- Ability to work on own initiative
- Analytical thinker who can recognize trends and opportunities plan/execute action to exploit business opportunities.
- Personal commitment to meet or exceed all targets and objectives of the various projects.
- Ability to compile and present business cases.
- Ability to set and customer expectations
- Ability to work with various teams
- Utmost professional integrity

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