



Job Description

Job Title: Business Solutions & Pre-sales Manager		Proposed Job Level: Manager	
Function: Enterprise		Location: Kigali, Rwanda	
Reporting to: Enterprise Director		Date:	
Purpose of the Job (Brief)			
<ul style="list-style-type: none"> The role holder will have full ownership of product management and development portfolio for all New Products (GSM/Non-GSM & and VAS). These portfolios will continually evolve as one initiative is delivered and a new one is identified and will form a core part of the individual's objectives. These portfolios will continually evolve as one initiative is delivered and a new one is identified and will form a core part of the individual's objectives. Ensure the maximization of Enterprise Business' revenue bucket through demonstration of strong competence in solutions design, project management and customer service management. Accountability for the performance of all product lines and ownership of revenue reporting in collaboration with the Enterprise Analyst Provides the required and much needed Technical and Network related support to the Enterprise Services Business for on-time and efficient Service delivery with seamless operation. Balance daily support needs with long-term strategy and successfully combine vision and reality into effective plans. Provide in-depth business & technical strategy for fixed data solutions, identify gaps and correlate to potential solutions. Demonstrate expertise using written & verbal communication skills to distil technology projects into understandable and compelling executive level presentations. 			
Deliverables (Maximum 5-6 key responsibilities)			
Expected Key Results		Activities (Detailed KPIs)	
1. Presales Support		<ul style="list-style-type: none"> Attend sales meeting with clients and translate customers' communications requirements into technical solutions documents and demonstrate how the proposed solution will meet their needs. Provide written technical specifications for customer proposals and bid documents. Undertake technical presentations to customers, as requested by the sales team. Identify appropriate performance KPI targets and measures for the proposed technical solution. 	

	<ul style="list-style-type: none"> • Identify opportunities for additional sales when discussing technical solutions with customers, and pass on these details to the account partner. • Ensure the provided service is activated and accepted by customers • Ensure the overall B2B revenue target is achieved (AOP)
<p>2. Solutions Design</p>	<ul style="list-style-type: none"> • Responsible for Solution Design and client site survey supported by market data and competitive analysis, and develop business cases demonstrating a return on investment. • Ensure customer designs are cost-effective, optimal in delivery schedule, and meet quality specifications • Validating designed solutions, technical documentation and functional specification of customer solutions BOQs and certifying they meet specifications and service levels. • Working with other stakeholders such as Networks, IT and to verify the availability, suitability and allocation of network resources for customer service provisioning. • Provide technical support, consultancy and fast-track solution proposals for bid processes
<p>3. Solutions Deployment</p>	<ul style="list-style-type: none"> • Ensure B2B implementation of solutions is completed on time, including proper acceptance testing regime, and handover to Customer Experience team for Service Delivery and Billing. • Ensure that the customer requirements (incl. SLAs) are fully captured and aligned between the business units and networks. Where possible, directly liaise with the external customer to avoid ambiguities and misinterpretation of technical requirements. • Exercise independent judgment in developing methods, techniques, architectures and standards for obtaining solutions. Ensures scalability and capabilities of chosen technology.
<p>4. Service Assurance and Churn Management</p>	<ul style="list-style-type: none"> • Ensure proper quality assurance on all installations on Enterprise customers sites. • Ensure compliance with the MTTR clause in the contractual agreement with clients through proactive monitoring of service activity on each account. • Minimize churn through effective management of customers and organizing Service review meetings at intervals. • Ensure prompt resolution of service related issues in order to respect the maximum service availability promised to customers to avoid penalty

	payouts / Unnecessary Revenue deduction.	
5. Ownership of Tender Process	<ul style="list-style-type: none"> Regularly check the tender announcements on Umucyo platform, Jobs in Rwanda and other platforms to avoid losing any opportunity and follow through the tender process end to end ensuring Airtel gets awarded 	
6. Product Management, proposition Development, Revenue and Margin Management	<ul style="list-style-type: none"> Lead all tariffs and pricing approvals Work with Airtel stakeholder community to develop competitively priced value proposition and packages which generates agreed margins for products and services. 	
Revenue Performance and Reporting	Work closely with Enterprise Analyst to report correct figures in a timely manner and account for performance of all revenue lines and KPIs achievement	
Decision level		
<input checked="" type="checkbox"/> Prime: Final Decision Making Authority, accountable to the Management	<input type="checkbox"/> Shared: Decisions reached jointly with peers on a collective basis	<input type="checkbox"/> Contributory: Makes a Major contribution to a decision or policy judgment reached by others
Demonstrate (Key competencies)		
Skills critical to the role:		
<ul style="list-style-type: none"> Strong analytical and troubleshooting skills able to draw conclusions from data, management of information and trends Fast learner with the ability to improve or develop technologies and their applications Ability to seek the most efficient solutions for technical problems. Excellent communication skills to engage internal stakeholders, vendors/partners and business customers Strong technical aptitude & IT savvy Highly Result Oriented believes in teamwork & Collaboration with stakeholder Customer centric approach 		
Educational Level:	Working Experience:	
<ul style="list-style-type: none"> Bachelor's degree in Electrical, Computer or Telecommunications Engineering or Information Communications Technology Professional qualifications in networking such as CCNA, its equivalent or higher will be an added advantage. A good understanding of the WCDMA/GSM architecture and fixed network infrastructure. 	<ul style="list-style-type: none"> Minimum of 6-8 years' experience in the area of telecoms solutions development and deployment, enterprise sales operations, customer service delivery and management. Minimum of 3 years' experience in Telecoms industry as 2G/3G and fixed network operations support with hands on experience in troubleshooting and configuration. Demonstrated experience in people management. Experience in troubleshooting and correcting Jitter, Latency, and Packet loss across public or enterprise networks using network analysis tools. 	

- Extensive experience in B2B solutions, services and technical requirements will be preferred.
- 2+ years of Telecom and Networking experience in a technical support/help desk environment

Dimensions

Impact of position:

- Actively support the achievement of Enterprise Sales targets for revenue, profits and customer satisfaction.
- Work closely with businesses and engineering groups to gather customer requirements, translate them into clear compelling business cases and then implement them to deliver solutions.
- Provide expert service assurance input to the creation and maintenance of Airtel Business annual plan and budget, making scope/schedule/resources (including budget) trade-off decisions with little or no guidance.
- Ensure line of business priorities and IT capabilities (technology and resources) are aligned and Identify business issues and develop risk mitigation strategies

Impact on customers (Please select one of the options below):

Type of customers

Mainly Internal

Mainly External

Internal & External

No. of Subordinates : 3