

Service Delivery Coordinator

JTL-SD-SDC-03-23 | Project & Product Management | Full-Time | Posted on August 28th, 2023 | Expires on March 10th, 2023

SERVICE DELIVERY COORDINATOR ROLE

We are looking for a competent Service Delivery Coordinator to join our Service Delivery team. The selected candidate will be liable to coordinate all last mile projects implementation and reporting.

SERVICE DELIVERY COORDINATOR JOB RESPONSIBILITIES

- In charge of Service Delivery end to end External including Internal Customer relationship and communication
- Stakeholder Communication Management including liaison with the signal activation teams and constant customer updates.
- Processing of Installation Incidences, Equipment Recovery Incidences and Relocation incidences, GPON Migration, PM Orders processing, validation, release and confirmation process
- Coordinating with Field Teams Survey and Activation tasks
- Evaluation project Costing in liaison with Sales team and spearheading approvals
- Managing Contractors and Contracting Process on SAP
- Network Equipment Admission into the system
- Building of Functional Location Structure on SAP system.
- Responsible for Installation, Quality Assurance and Control
- Preparation of Project Charters, Gantt Charts for Tenders and Post Tender Awards.
- Change Management Processes- GPON Migration/ Equipment Upgrade
- Attend Service Review and Customer Meetings periodical/ as and when need be.
- Tracking daily activity logs for all Maintenance works across all regions.
- Escalating Issue logs on timely basis to Head of Service Delivery

• Reporting of daily/ weekly/ Monthly deliverables on the KPI Tracker

QUALIFICATIONS FOR THE SERVICE DELIVERY COORDINATOR JOB

• Bachelor's degree from an accredited university or college in Business Information Technology, Commerce, Business Management, Engineering, or any related field

• Project Management certification or its equivalent (PMP/ Prince2/ Agile/equivalent).

• At least five (5) years' experience working in Project Management is highly desirable.

• Telecommunications work experience is an added advantage.

• Good communication and interpersonal skills.

• Good Analytical Skills.

• Good negotiations skills

Location: Nairobi

Department: Service Delivery

Job Type: full-time