

VACANCY

Habari Node is a licensed Internet Service Provider with its headquarters in Arusha, Tanzania providing standard Internet services and a range of innovative ICT based business solutions to the Tanzanian market. Also operates in Dar es Salaam, Dodoma, Mwanza, Kilimanjaro, Manyara regions respectively, and in the National Parks.

Position: Field Technician
Reports to: Operations Manager
Job location: Arusha

General Job Summary: The Field Technician is a technical role, responsible for the installation and maintenance of the core infrastructure network and related to wireless, fiber and power. This role reports to the Operations Manager, however close collaboration with Infrastructure Management and Network Engineering is also required to ensure effective implementation and optimal performance of both the core network and customer connectivity.

Key Roles

- Installations – Implementation of core network infrastructure and related power supply, validated by the Technical team to ensure all installations are done to Habari standards.
- Technical Support – Diagnose, troubleshoot, and repair issues relating to the core network infrastructure. Perform root cause analysis on issues to avoid recurrence. Liaise with Operations, Infrastructure Management, and Network Engineering to escalate, follow up, and resolve issues. Effectively communicate ticket status, service outages and escalate as per established customer support and escalation matrix.
- Network Optimisation – perform capacity monitoring and reporting on network resources, including preventive maintenance for proactive customer support.
- Implementation Excellence – Alongside the implementation of high standard core infrastructure, ensure all installations are documented, running configurations are backed up, and all preventive and restorative procedures are documented and adhered to. Ensure health & safety standards are observed at all times.
- Operational Excellence – ensure all tools and equipment are well kept, maintained, and in good working condition. Have all the reconciliations done at the stores of all equipment collected and recovered.
- Driving and fleet management – including driving to/from jobs, ensuring the vehicle is clean and all items inside are well arranged, ensure fleet is

serviced on time before any failure, ensure all mileage tracker well updated, service records and parts replacement.

- Training and mentoring of junior employees – Developing the competency of interns and more junior technicians through on the job training and mentoring
- Timely and accurate reporting – Ensure proper feedback and timely update is given on all duties assigned, survey reports submitted within 24hrs, installation done within the day assigned, document all recovered items and reassignment of equipment.
- Efficient communication – Prompt responses to emails, WhatsApp and any other formal office communication channel. Ensure all communication is responded within 15 minutes.
- Teamwork and innovation – Have a good team spirit and smooth working relationship both within the Operations team and across the group.
- From time to time, conduct RF modelling and compile BOQs for both core infrastructure and extended WIFI solutions (where necessary).
- Assist the Sales team in answering requests for quotations / information, bids, proposals, solution descriptions and statements of work.
- Power monitoring
- Power sizing, calculations and installations including surge protection and grounding
- Monitor link performance and suggest upgrades
- Do site audits, infrastructure review of existing sites

Qualifications and Competencies:

- Degree in Computer Engineering/Computer Science/HND/ Diploma (or related technical field) from a recognized university / institution with a bias in Telecomm.
- Degree/HND—at least 1 yr experience in ISP and /or Telecommunications Industry.
- Diploma— at least 2 yrs experience in ISP and /or Telecommunications Industry.
- RF modelling capability and solution design experience
- Strong understanding of telecoms networks and technologies, as well as supporting power solutions

- A competent driver with clean driving records and at least class D driving license.

Key Performance Indicators

- Network availability – 99.98%
- Installations/Customer Supports/Recoveries per day – 5

REMUNERATION: Attractive package will be provided

Please note: Only candidates with relevant qualifications will be contacted.

Please send your application letter, CV and Certificates ***in one document*** to applications@habari.co.tz not later than **31 January, 2025. No hand applications shall be accepted.**

**Human Resources Manager,
Habari Node Limited,
P. O. Box 1215
Arusha**

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Position: Max Sales Agent
Reports to: Head of Max
Job location: Morogoro/Iringa

General Job Summary: Achieves maximum sales profitability, growth and account penetration within an assigned territory and/or market segment by effectively selling the company's products and/or related services. Personally, contacts and secures new business accounts/customers.

Competencies:

- Product Knowledge
- Customer Relationship Management (CRM)
- Strong Communication & Negotiation Skills
- Interpersonal skills
- Resilience
- Integrity
- Ability to work without supervision.
- Time management

Experience:

- At least 1 year of sales experience preferably sales of internet or technology products to small and/or medium sized enterprises.
- Proven ability to meet and exceed sales quotas.
- Proven track record of successfully managing customer relationships

Minimum qualifications:

- A Diploma or Certificate in Business related field
- A background in IT will be an added advantage.

Key Duties and Responsibilities:

Under the direction of the Business Manager, you will be responsible for:

- Investing in a full understanding of Habari's product lines.

- Finding potential Habari Home and Business customers
- Generating an interest in the product by engaging these potential customers to discover their needs
- Adhering to an agreed upon procedure for generating and tracking leads within Habari's sales systems and processes
- Actively following up with the potential customer and the relevant Habari teams to ensure closure of the sale and timely installation of the necessary equipment at the customer site
- Following up with the new customer, particularly in the first three months, to ensure that the service received exceeds their expectation.

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