

# Senior Officer, Telecommunication

Location: Head Office

Date posted: January 23, 2025

Last date of application: February 2, 2025

BRAC is an international development organisation founded in Bangladesh that partners with over 100 million people living with inequality and poverty globally to create sustainable opportunities to realise potential.

Working at BRAC is not like any other job. It is a platform where you can bring about real change for people who need it the most. We are not just dreaming of a better world, we are building it. Join us to find the way.

## JOB PURPOSE

To provide active and extensible solutions for smooth telecommunications system of BRAC.

## KEY RESPONSIBILITIES

- Ensure to update the information in the telecom billing software, BRAC's mobile number registration prepare PABX bills, and forward the bills to respective programmes/units/enterprises.
- Follow up the activities of Complain management and help desk services of telecommunication department.
- Assess the needs of future procured telecom equipment for BRAC smart telecom networks.
- Ensure smooth SIM replacement of field offices and head offices staff OTP (One Time Password) distribution as per user request and ensuring transfer of BRAC SIM ownership to individual users as per requirement and taking all measures to update information regularly.
- Ensure collection of mobile SIMs from operators for proper distribution of corporate SIMs among BRAC.
- Perform the duties of SIM Admin role for approval, rejection, SIM replacement, ownership transfer and distribute internet data according to approval.
- Collect mobile SIMs from operators for proper distribution of corporate SIMs among BRAC users and ensure timely payment the bills of mobile operators.
- Ensure line activation/deactivation, credit limit setting, distribute Internet data according to approval of BRAC corporate mobile SIMs and ensure online clearance regarding staff release and transfer of Head office staff.
- Prepare yearly budget and reports of telecommunication department.
- Take necessary measures to solve the issues of the field offices through field office visits.
- Perform any other job assigned by authorities.

## SAFEGUARDING RESPONSIBILITIES

- Ensure the safety of Programme Participants, people who come into contact with the organisation and team members from any harm, abuse, neglect, harassment and exploitation including sexual exploitation and abuse (SEA) to achieve the programme's goals of safeguarding implementation. Act as a key source of support, guidance and expertise on safeguarding for establishing a safe working environment.
- Practice, promote and endorse the issues of safeguarding policy among team members and ensure the implementation of safeguarding standards in every course of action.

- Follow the safeguarding reporting procedure in case any reportable incident takes place and encourage others to do so.

## **ADDITIONAL JOB REQUIREMENTS**

- PABX operational software bills prepare, modification and customization.
- Billing system handling and modification.
- Prepare billing statements and reports.
- Documentation and record keeping skill
- Good Communication skill
- Good Presentation skill
- Assist telecom system planning
- Assist billing system designing
- Good Knowledge about mobile companies, mobile networks, and PABX
- Clear concept of wide-range telecom network
- Good knowledge in Accounts and MIS
- Assist project implementation
- Able to work under pressure.
- Team work

## **EDUCATIONAL REQUIREMENTS**

Bachelor in Commerce background from any recognized university . BBA/ Management / Finance/ Accounting will be preferred.

## **EXPERIENCE REQUIREMENTS**

Minimum 3-5 Years' experience in relevant sector.

## **BENEFITS**

Festival Bonus, Contributory Provident Fund, Gratuity, Health and Life Insurance, Maternity/ Paternity Leave, Wellness Centre Facility, Day Care Facility, and others as per policy.