

Job Description

Job Title: Director-Technical
Location: RET's HQ at Kabul

Job Responsibilities:

- Manage the Engineering, IT, Operations, ITH, and Customer Care departments.
- Develop and coordinate the initiation and implementation of procedures/guidelines aimed at improving the operational efficiency of RTE.
- Develop procedures to improve our services to both internal and external customers.
- Ensure that departmental needs and shortcomings are handled on timely basis.
- Monitor the performance of staff and evaluate individual contributions on weekly basis.
- Conduct periodic training needs assessments of the Depts.
- Organize need based seminars, workshops and conferences.
- Improve upon service delivery timelines.
- Develop and implement programs to improve upon KPIs, as planned.
- Prepare CAPEX and OPEX budget for respective departments.
- Handle escalation appropriately and in timely manner to resolve customer problems.
- Prepare and submit periodic (monthly and weekly) progress reports.

Required Qualifications:

- University Education in IT, Telecom, IT Management or Business Administration/Bachelor or higher level education with intensive experience in IT management networks & telecom.
- Proven experience, at least 5-7 years in telecom.
- Adequate computer skills, particularly in Microsoft word and Excel.
- Adequate skills in oral and written communication in English language.
- Adequate skill in personnel management.