



## VACANCY

### ICT PRODUCT DEVELOPMENT OFFICER

Vodafone Vanuatu is seeking an ICT Product Development Officer to be based in Port Vila.

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#### Missions

**This position is responsible for the development of Business product & Solutions (PABX, IPBX, Cloud, WIFI, customized voice and data solution) for SME, Government and Corporate customer and provide support to the corporate sales team to answer all technical queries from customers.**

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#### Activities

- Have a full knowledge of Telecom products & services, its production cycle, cost of unit production and its evolution.
- Define current and target status of ICT products or solutions, provide cost effectiveness, point of risk, opportunities, strengths and weakness of products or services provided.
- Design and costing of customised solution with support of technical team for all business solution for all the customer segments
- Ensure that all communications with customers are handled within the required time frame and to the organizational standards
- Establish key relationships with corporate clients and agencies to ensure maximum exposure and increase revenue.
- To be proactive with locating and developing new business in line with the revenue and sales targets.
- Define the product strategy and roadmap and be the owner of the product in the organization.
- Product improvement by Product Development and responsible for product growth by adding new features to the product to enhance its life cycle as per set organizational approach.
- Work with external third parties to assess partnerships and relationship for overall product growth.
- Define and manage KPIs, dashboard and forecast
- Responsible to launch all newness related to the product and monitor communication and market acceptance.
- Responsible for providing the sales team with the necessary technical expertise to enable them to sell the product.
- Responsible for reviewing product data to ensure that the field force is kept up to date on new developments regarding the companies or competitors' products.
- Assist with the development of the annual marketing plan and for controlling advertising, promotion and sales aids in accordance with the annual marketing plan.
- Responsible to manage all customer complaint related to the product and manage the same in a cross functional approach to ensure total customer satisfaction.
- Be responsible to manage the budget for the concerned product.

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#### Competences:

##### 1. Qualifications (education/diplomas):

- Be a holder of an Engineering degree in electronic and communication, Telecommunication or equivalent
- Have a at least 2 years' experience at that level.

## 2. Skills

- Good knowledge of ICT solutions in the market
- Good knowledge of ICT infrastructure
- Excellent reporting and Analytical skills
- Excellent oral and written level in English, French and Bislama
- Delivery oriented
- Understanding of technology and market
- Good organization and structure
- Understanding of market sizing and segmentation
- Finance experience: margin, ROI, revenue....
- Good knowledge of the country and habits

## 3. Personal characteristics

- Availability
- Honest
- Adaptability

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Interested applicants for the above position may send in their application and CV addressed to HR Coordinator, P.O. Box 146, Port Vila, or [christina.meltetake@vodafone.com.vu](mailto:christina.meltetake@vodafone.com.vu) before on **Friday 15<sup>TH</sup> July 2022**.