

Head: Broadband Technology and Operations

Scale Hay Level 19

If you are interested and meet the required criteria as described above, please send your CV on/or before 10 June 2025 to recruitment@tianaconsulting.co.za ,

The main purpose of the job is to lead and drive the overall activities for Broadband technology and Broadband operations of the Broadband Business Unit to ensure seamless delivery of high-quality broadband services to our commercial customers. The incumbent will drive strategic initiatives, foster innovation, ensure operational excellence and align broadband technology strategy with business objectives and market demands. The incumbent will manage a team and collaborate with cross-functional teams to drive technology innovation, technical solution design, development and implementation, optimise IP systems and enhance operational efficiency to support the Business Units goals and objectives.

Education and Experience

- Bachelor's degree in Telecommunications, Engineering, Computer Science or equivalent.
- Master's degree in Telecommunications, Engineering or Computer Sciences will be an added advantage.
- 8 years' experience in technology and operations, with at least 5 years in a middle management role.
- Experience in managing budgets, financial performance and resource allocation.
- Experience in managing and optimising technology infrastructure, network systems, and operational processes.
- Experience in project management and software technologies.

Knowledge:

- Comprehensive knowledge of South African telecommunications regulations, trends, standards, best practices and emerging technologies.
- Understanding of risk management and compliance practices.

Responsibilities

- Strategic Management

Develop, maintain and lead the execution of the technology and operations strategy, while ensuring that it is aligned to the Broadband Business objectives. Assess industry trends,

standards, best practices and customer requirements to ensure that broadband technology and operations strategy is aligned to these factors. Drive technology innovation, operational efficiency and infrastructure reliability. Provide strategic insights and recommendations to the Chief Commercial Officer and leadership team on emerging technologies and their potential to impact the business. Lead the development of technology roadmaps and specifications and the delivery of projects throughout their lifecycle. Drive digital transformation initiatives to enhance operational efficiency, customer experience and competitiveness.

- Technology Management

Oversee the design, implementation, maintenance and optimisation of all Broadband networks and systems. Ensure reliability and availability of networks and systems. Lead the adoption of technology advancements. Manage relationships with technology vendors, negotiate contracts and monitor service levels to ensure cost effective, high-quality service delivery. Ensure implementation of business continuity, cybersecurity measures and data privacy to protect critical infrastructure and customer data.

- Operational Efficiency Management

Assess gaps to identify opportunities for improvement of processes efficiency. Drive the implementation of best practices and process optimisation. Drive the enhancement of customer experiences. Oversee network operations and monitoring to ensure optimal performance.

- Product development Management

Drive and manage the end-to-end technical product development process. Manage the product requirement definition process, in collaboration with the technical product manager. Drive the adherence to methodologies, quality standards and requirements during the product development lifecycle/process.

- Product Solution Development

Drive the development of new broadband products and solutions. Drive innovation in product design and development to meet customer demands and market trends. Drive timely and efficient product deployment.

- Software Development

Drive the development and maintenance of digital platforms, applications, and services.

Assess software development practices and ensure they are aligned with industry standards and security requirements. Lead the adoption of agile and DevOps practices for efficient development and deployment.

- Financial Management and Planning

Drive and manage the technology and operations function's budget, ensuring effective allocation of resources and alignment to financial targets. Drive and manage the budget for the technology and operations business function. Assess financial performance, identify variances, and implement corrective actions as needed. Drive cost-effectiveness and profitability of digital services.

- Stakeholder Relationship Management

Build and maintain strong internal and external stakeholder relationships. Assess strategic partnerships to enhance broadband connectivity and digital service offerings. Attend conferences and industry events to build industry relationships and stay informed about the industry trends, standards and best practices. Drive implementation of recommendations to improve customer experience.

- Leadership

Establish leadership and mentorship to the Broadband services team. Drive a collaborative and high-performance work environment, ensuring that each team member is aligned with the business's objectives. Drive innovation and continuous improvement within the Broadband business segment. Provide clear direction and support to the team to achieve commercial objectives

Competencies

Managerial/ Leadership Competencies

- Leading Courageously
- Leading in a VUCA world
- Nurturing Talent
- Winning Spirit
- Meaningful participation
- Customer and Commercial Insight

- Taking an outside-in perspective
- Beyond Sentech
- Coaching and Mentoring
- Conflict Management
- Critical and Innovative Thinking
- Direction Setting (Vision and Strategy)
- People Management
- Performance Management
- Programme/ Project Management
- Quality Assurance and Risk Management
- Service Delivery Innovation
- Stakeholder Development & Relations
- System Thinking
- Design Thinking

Behavioural Competencies:

- Change Leadership
- Compliance
- Financial Awareness
- Safety, Health and Environmental Knowledge
- IT User Ability
- Organisational Understanding
- Planning and Organising
- Policies and Procedures
- Presentation Skill
- Project Coordination
- Quality Orientation
- Relationship Management
- Reporting
- Research
- Risk Management

- Telecommunications Regulations
- Communication Skills (verbal and written)
- Holding Others Accountable
- Ambition
- Analytical Thinking
- Attention to detail
- Brand and Customer Oriented Service Delivery
- Emotional Intelligence
- Integrity and Professionalism
- Judgement and Decision-Making
- Learning Agility
- Organisation Resilience
- Personal Mastery
- Result Orientation
- Strategic Thinking and Agility
- Team Orientation

Sentech will give preference to suitable candidates who add to the cultural and gender diversity of the company.

The appointment will be made in accordance with the Employment Equity Plan of the organisation. People with disabilities will be given preferences and they are encouraged to apply. Medical examinations will be undertaken before successful appointment depending on the nature of the position.