As a leading ICT player and equal-opportunity employer, Telecom Namibia is committed to innovation and service excellence. We are at the forefront of cutting-edge technologies, driving 5G expansion, cloud transformation, and managed cybersecurity services to enhance connectivity across Namibia. Our competitive remuneration and investment in human capital empower our employees to thrive in a rapidly evolving digital economy.

If you are a forward-thinking professional eager to shape the future of telecommunications, we invite applications for the following position based in Windhoek.

POSITION: OSS/BSS TRANSFORMATION PROGRAM DELIVERY SPECIALIST
(Fixed Term Contract: 12 months)
REPORTING TO: OSS/BSS PROGRAM MANAGER
DUTY STATION: WINDHOEK

KEY PURPOSE OF THE POSITION:

Telecom Namibia is implementing a converged fixed/mobile OSS/BSS Transformation Program. The program is being implemented in phases: Phase 1 focuses on Mobile Prepaid, Phase 2 on Mobile Postpaid, and Phase 3 on Fixed services. While internal teams lead the initiative, TN acknowledges the need for additional technical expertise and delivery capacity to support the internal teams to fully attend to matters such as integration, quality management, technical risk management and cut-over planning. TN therefore intends to engage a hands-on delivery specialist embedded in the Project Office to accelerate execution across these technical streams.

The objective is to accelerate and de-risk technical delivery across various project streams, and facilitate cross-stream coordination, while governance oversight remains with the Program/Project Office. In addition to execution across technical streams, the Delivery Specialist will own operational Quality Management and coordinate technical Risk Mitigation activities across stakeholders, while governance oversight remains with the Project Manager.

KEY PERFORMANCE AREAS WOULD INCLUDE:

- Ensure solution architecture compliance and integration readiness by validating deliverables against approved designs, integration specifications, and architecture standards across all OSS/BSS streams.
- Support quality assurance and testing activities by enforcing QA/QC processes, Requirements Traceability Matrix (RTM) compliance, and assisting Testing and Integration streams across SIT, UAT, and end-to-end testing, including defect triage for critical issues.
- Coordinate technical risk identification and mitigation across delivery streams, supporting risk owners, tracking mitigation actions, and ensuring timely escalation of technical risks and blockers.
- Lead and support cut-over planning and execution for OSS/BSS, network, and billing platforms, ensuring operational readiness, controlled execution, effective fallback strategies, and post-cut-over validation with minimal service disruption.

KEY EDUCATIONAL QUALIFICATIONS & EXPERIENCE REQUIRED:

- Bachelor's degree in information technology, Telecommunications, Computer Science, or a related field.
- Minimum of 5 years hands-on technical experience delivering OSS/BSS solutions, with direct involvement in system testing, integrations, and billing platforms.
- Strong working knowledge of OSS/BSS systems and reference architectures, including their interaction with core networks and value-added service platforms.
- Proven experience planning and executing SIT, UAT, and end-to-end (E2E) testing, including requirements traceability matrix (RTM) development and data migration validation.
- Demonstrable hands-on experience planning and executing OSS/BSS system integrations, leveraging industry frameworks such as TM Forum standards to ensure seamless interoperability between OSS, BSS, FMC Core, and VAS platforms.
- Proven experience planning and executing large-scale OSS/BSS and core network cutovers, ensuring minimal service disruption and adherence to technical, operational, and business continuity requirements.
- Exposure to TM Forum frameworks (e.g. eTOM, SID, Open APIs) is advantageous.
- Internationally recognised certifications such as PMP, PRINCE2, Agile, SAFe, or ISTQB will be considered advantageous.

NOTES TO APPLICANTS:

Applicants requiring further information about these jobs should direct their inquiries to the following people:

- Laban Hiwilepo at +264 612012979

A comprehensive application supported by a detailed CV with copies of educational qualifications should be addressed in confidence to: The Senior Manager: Human Resources Business Partnering and Administration, Corporate Human Resources at email: apply@telecom.na

Suitably qualified applicants from designated groups defined in the Affirmative Action Act (1998) are encouraged to apply. Only short-listed candidates will be communicated with, and no personal documents will be returned.

CLOSING DATE: 13 February 2026

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