

Job Description

Job Title: TEAM Leader CAN Customer Activity Project	Employer: Telikom Limited
Job Code: JD - TLCANCAP	Job Grade:
Department: Engineering Projects	Job Location: HQ/TL Rumana
Revision Date: 12/03/2024	Equal Employment Employer

Job Summary

As the Team Leader for the CAN (Customer Activity Network) Customer Activity Project, you will oversee and coordinate project activities related to customer connections, installations, and maintenance within the engineering projects department. Your role involves managing teams, ensuring project timelines are met, optimizing workflow processes, and maintaining high-quality service standards. You will collaborate with engineers, technicians, and stakeholders to drive efficiency, resolve challenges, and ensure seamless customer service delivery.

Main Duties and Responsibilities

- **Project Coordination:** Oversee and manage customer activity projects, ensuring timely completion and alignment with technical standards.
- **Team Supervision:** Lead and mentor a team of field technicians, engineers, and customer service personnel, ensuring operational efficiency and professionalism.
- **Resource Allocation:** Assign tasks, manage workloads, and optimize resources to achieve project objectives.
- **Stakeholder Communication:** Coordinate with engineering teams, customers, and management to ensure project requirements are met and concerns addressed.
- **Compliance & Quality Control:** Ensure all installations and maintenance activities comply with company standards, safety regulations, and customer expectations.
- **Issue Resolution:** Identify and resolve project-related challenges, including delays, technical failures, and customer escalations.
- **Technical Documentation:** Maintain accurate records of project activities, customer interactions, and engineering workflow for reporting and analysis.
- **Performance Monitoring:** Track project progress, assess performance metrics, and implement improvements where needed.
- **Training & Development:** Conduct training sessions for team members to enhance technical skills, service delivery, and compliance awareness.
- **Safety & Risk Management:** Oversee adherence to safety protocols, ensuring a risk-free environment for employees and customers.

Key Skills & Competencies

- Project management and coordination
- Leadership and team supervision
- Technical proficiency in engineering and network operations
- Strong communication and stakeholder engagement
- Problem-solving and decision-making
- Customer service orientation
- Compliance awareness and risk management
- Data-driven analysis and reporting
- Time management and strategic planning

Reporting Relationships

The Team Leader CAN Customer Activity Project Reports to the CAN Projects Manager NCD.

Qualification/Experience/Attributes

- Bachelor's degree in engineering, project management, telecommunications, or a related field (preferred)
- Minimum **3+ years** of experience in customer activity projects, network operations, or engineering project management
- Proven leadership experience in coordinating teams and handling project deliverables
- Strong technical understanding of engineering workflows, infrastructure, and customer service integration
- Excellent communication skills for effective interaction with customers, teams, and management
- Ability to work under pressure, manage multiple priorities, and ensure high-quality project outcomes

NOTE: *This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization*