



SECTION B: ROLE PROFILE

Job Title	Senior Billing Administrator		
Job Grade / Level		Full/Part time/Casual	Full
Department/Function	IT – Enterprise Application		
Date of completion of Job Profile			
Reports To/Line Manager	Joel Mugangala		

Job Purpose (State in 1 sentence what the overall purpose of the job is)	Fully responsible for managing Billing Function/Resources and make sure Billing is accurate and executed/delivered on time and provides support, assistance and making sure system availability at all times.
Main Accountabilities (List no more than 8)	<ol style="list-style-type: none"> 1. Overall Management of the Billing Applications 2. Responsible for all E2E Activities (KPI, Trouble Shooting, Vendor, O & M, 3PP) 3. Handling Issues promptly and feedback to the business 4. Providing user support 5. Align with all the process and procedure 6. Perform duties as per directives from direct reporting 7. Decision Making 8. Availability of Billing Applications 24X7 9. Analyze, Verify & Confirm Business Requirements from Billing Perspective.
Key Performance Indicators	Prompt End User Support, Availability of Systems, Vendor Management, Service Delivery, Policy and Procedures



Technical Skills/Competencies	Good Billing Background Strong GSM Knowledge High personal standards and goal oriented Excellent interpersonal skills Excellent and effective communications skills, both orally and in writing Strong coaching skills Drive for results Flexible Committed & Dedicated Fast Learner Motivated Good Thinker Strong Analytical, Problem Solving & Reporting Skills	
Experience, qualifications and other requirements specific to the role	3+ years Revenue Assurance or IT experience with University Degree in business or related field; at least 2 - 3 years leadership experience Functional knowledge of standard GSM Network Data analysis, data modelling and statistical skills. Oracle DB - Administration SQL & Shell Scripting knowledge Unix/Linux environment (added advantage) Proven ability to analyse complex business issues and identify, design and implement effective practical recommendations Able to handle, prioritize, multiple projects simultaneously IT literacy Able to operate in a performance driven organisation Knowledge of English and common local languages	
Interview Selection Criteria: (List no more than 5 areas)	Area	Weighting