



We are hiring



EXTERNAL ADVERTISEMENT

Please note to email applications directly to Recruitment.SS@mtn.com

50.H-3
MOH
Approved

[Signature]
18/03/2026

Applications are invited for the Positions of Manager Back-office



Posting Date	18 th /March/2026
Department	Customer Experience
MTN Job level	3
No. of vacancies	1
Location	Juba, South Sudan
Contract Duration	Permanent
Closing Date	13 th /April/2026

COMPANY OVERVIEW

We at MTN are a purpose and value-led organization. At MTN, we believe that understanding our people's needs and aspirations is key in creating experiences that delight you as you work every day. We are committed to fostering an environment where every member of our Y'ello Family is heard, understood, and empowered to live an inspired life.

Our values keep us grounded and moving in the right direction. Most importantly, they keep us honest. It is not something we claim to be. It is in our DNA. As an organization, we consider it our mission to create an exciting and rewarding place to work, where our people can be themselves, thrive in positivity and ignite their potential.

A workplace that boosts creativity and innovation, improves productivity, and ultimately drives meaningful results. A workplace that is built on relationships and achieving a purpose that is bigger than us. This is what we want you to experience with us.



MISSION/CORE PURPOSE OF THE JOB

The Incumbent is responsible for managing and coordinating all back-office operations to ensure accuracy, efficiency, timely resolution of customer queries, and adherence to MTN policies and regulatory standards. This role supports the Contact Centre by handling non-voice transactions, escalations, data corrections, and service requests requiring back-end processing.

CONTEXT

- Rapid growth and expansion of MTNSS operations.
- MTN South Sudan's business plan.
- Changes in policies and procedures.
- Exceptionally high customer expectations.
- Locally available skills and manpower.
- Changes in technology especially Artificial Intelligent (AI)
- The increasing need for skills enhancement and development.



RESPONSIBILITIES (Not limited to:)

- Analyzes business requests to determine the best approach to creating successful resolution delivery solutions/projects effectively and efficiently
- Perform business and functional analysis activities (e.g. documenting functional requirements) for projects as required
- Provides delivery, technical and management oversight for all activities within their area of responsibility or domain, working with staff to resolve and overcome delivery/technical issues and impediments as needed.
- Oversees a project portfolio that addresses business and technical needs, achieving 'On Time' and 'On Budget' targets and customer scope and quality targets.
- Ensures projects are properly sequenced based on business priority, dependencies, and team capacity; assigns resources to projects and other work assignments; manages demand versus capacity gaps and resource contention issues.
- Coordinate release readiness and deployment activities
- Ensures that standards and best practices are published, maintained, and enforced.
- Reviews and approves all applicable project documents and deliverables.
- Ensures that all customer expectations have been met through delivery of services or projects
- Manages and sets stakeholder expectations
- Manages respective disciplines throughout the life cycle; identifies areas of opportunity for improvements, simplification, and rationalization; ensures applications are maintained and serviced



Information Technology Security Responsibilities/ Tasks:

- Comply with all Information Security Policies and related documents.
- Report security weakness/incidents to either the respective head of department or the Enterprise Information Security Manager
- Must not exploit known security weaknesses.
- Participate in all forms of Information Security Awareness

Creativities (improvement/innovation inherent)

- Identify process gaps and recommend improvements.
- Support digitalization of back-office workflows.
- Enhance efficiency through automation and process redesign

QUALIFICATION

- Bachelor's degree in business administration, IT, Management, or related field

EXPERIENCE

- Minimum 3–5 years telecom customer operations experience.
- At least 2 years supervisory or managerial experience in back-office or service operations.

COMPETENCIES

Training:

- Customer Experience and Service Operations
- Back-office systems & CRM
- Quality Management
- Data Accuracy & Compliance
- People Management

Knowledge:

- Telecom operations processes
- Back-office workflows and systems
- Regulatory and compliance (KYC, SIM registration)
- CRM, ticketing and workflow tools

Behavioural

- Cando with integrity
- Collaborate with agility.
- Lead with Care
- Act with inclusion.
- Serve with respect.



Should you wish to apply, please submit your Application (Cover letter & CV) including a copy of your National ID to MTN South Sudan Head Office Opposite Juba National Stadium or email Recruitment.SS@mtn.com: on or before closing date 13th / April /2026 @ 5:00 PM

Please note:

- This position is open exclusively to South Sudanese nationals.
- We strongly encourage qualified ladies to apply.
- Only shortlisted candidates will be contacted. If you do not hear from us within 14 days after the closing date, please consider your application unsuccessful
- By applying for this vacancy, you are consenting for MTN South Sudan to process your personal data for purposes of this application and further undertake verification of your personal credentials and related information including, but not limited to, qualifications, criminal record, credit record, current and historic disciplinary proceedings, as part of the selection process.
- MTN South Sudan reserves the right to not fill the advertised position.

Let's stay in touch

