



EXTERNAL ADVERTISEMENT

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

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Approved

Applications are invited for the Positions of Manager Projects and Demand Management

Posting Date	18 th /March/2026
Department	Information Technology
MTN Job level	3
No. of vacancies	1
Location	Juba, South Sudan
Contract Duration	Contractor (2 years)
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 mission is to enable MTN's objective of building information systems and business infrastructure necessary to support a best in class organization by managing the delivery of new IT Projects and services, ensuring quality assurance and effectively engaging delivery partners. This role requires an in-depth knowledge of Project Management principles, disciplines, software development lifecycle (SDLC) methodology and vendor management.

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
- Participates in the creation and maintenance of application/product roadmaps in assigned domain.
- Monitors solution delivery performance metrics, measures, and Key Performance Indicators (KPI) to ensure quality and operational efficiency and effectiveness.
- Monitors performance domain Service Level Agreement's (SLAs), and inputs into / participates in service reviews with business.
- Conducts performance appraisals of staff and provides career guidance through regular coaching.
- Secures appropriate resources for projects, engaging with the business, and facilitating service delivery
- Shapes thinking on how technology solutions support the goals of the business
- Articulates IT services and ensures services meet client needs and value expectations, while educating the rest of the IT team on client needs
- Aligns IT services with current and future needs of the business and its customers while improving quality of services delivered
- Analyzing business problems and key issues and developing strategic business analytic implementation plans ('road map').
- Provides a single point of contact and accountability
- Acts as the primary contact point for escalations within domain.

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)



- Creativity required on each unique project to determine most efficient approach in achieving set objectives.
- Develop new methodologies to continuously improve processes
- Keep abreast of technology evolution in order to apply new innovative concepts that will add value to the project process.
- Process reviews aimed at enhancing efficiency and productivity.
- Continuous Improvement in Data Quality: Lead initiatives to implement automated data quality checks and error-handling mechanisms.
- Personalized Insights and KPI Tracking: Develop customized reporting and dashboards tailored to different business units or functions, providing specific metrics and KPIs that address each team's unique goals and needs.
- Team Empowerment and Skill Development

QUALIFICATION

- BSc Degree in Computer Science, Information Technology, Business Analytics, Statistics, or related fields
- Certification in Project Management (PMP, CAPM, PRINCE2) and/or Business Analysis will be an added advantage

EXPERIENCE

- 5+ years IT experience with a variety of technologies supporting the full software development life cycle, including analysis, design, development, installation, support and modification
- 5+ years' experience leading and managing development initiatives with a strong sense of software development methodology such as Agile, waterfall, etc..
- A strong knowledge and background of the QA/Testing domain.
- Experience in the Mobile telecommunications sector will be an advantage



COMPETENCIES

Knowledge:

- Computer & Information Technology Appreciation
- Performance Improvement



- Planning & Organizing
- Problem Solving
- Project Delivery
- Project Planning & Management
- Quality Assurance
- Resource Management
- Scope Planning & Management
- Stakeholder Relations Management

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

