



JOB TITLE: Contact & Digital Channels Engineer

Dar Es Salaam, Tanzania, United Republic of

Requisition ID: **283464**

Join Us

At Vodafone, we're not just shaping the future of connectivity for our customers – we're shaping the future for everyone who joins our team. When you work with us, you're part of a global mission to connect people, solve complex challenges, and create a sustainable and more inclusive world. If you want to grow your career whilst finding the perfect balance between work and life, Vodafone offers the opportunities to help you belong and make a real impact.

What you'll do

Role purpose:

- Design and operate robust systems that ensure continuous availability and operational reliability
- Drive and accelerate internal development through scalable platforms, optimized processes, and continuous capability improvement related to Contact center and Digital Care.
- Responsible for supporting seamless delivery of projects on Contact center and digital channels systems space.

Key accountabilities and decision ownership

The person in this role will be responsible for the following;

- Champion the design, development, and continuous improvement of IVR-

based self-care journeys to reduce reliance on assisted channels and enhance customer autonomy.

- Ensure high availability of contact center systems by driving proactive monitoring and rapid incident resolution, while supporting the automation of routine tasks and system health diagnostics to sustain reliable digital service delivery.
- Enable the transition into internally driven development with a particular focus on IVR and chatbot orchestration.
- Provide technical stewardship for the call center as a service (CCaaS) operating model by managing Multi tenancy deployments, ensuring SLA compliance, and supporting enterprise customers.
- Manage systems problems, Incidents and service requests as per the SLA.
- Assist in acquiring and maintain technology Infrastructure for Customer Experience Systems.
- Manage systems/applications changes and projects and ensuring their timely delivery.
- Manage systems capacity & performance of Customer Experience Systems
- Ensuring compliance with cyber security policies, procedures and processes related to contact and digital channels systems

Who you are

Core competencies, knowledge and experience

- Excellent Technical and Analytical Skills
- Excellent problem-solving abilities
- Actively manages own personal and professional growth
- Excellent communication skills and team player
- Detail oriented and able to apply critical thinking whilst operating with precision

Must have technical/professional qualifications:

- B.Sc. in Computer Science/ Computer Engineering or Electronics and Communication science IT Systems administration.
- Minimum of 3 years' experience in the telecommunication/ IT environment with strong knowledge on contact center, chatbot and social media solutions
- Working experience in Artificial Intelligence, NLP technologies, Automations and cognitive machine learning
- Working experience on programming language such as Java, Python, C#, JavaScript
- Experience in web technologies such as RESTful APIs, JSON, HTTP/S

- Knowledge on Backend Frameworks like Spring Boot, .NET, Node.js and Version Control like GitHub, GitLab, Bitbucket etc
- Working knowledge on RDBMS Databases - MS SQL Server, MySQL, Oracle, Maria etc.
- Working knowledge on Windows Server 2012 and above, Red hat UNIX/Linux Operating Systems, F5 Load balancers.
- Prior Experience in contact centers and social media channels is an added advantage

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