



Job Description

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Job Title VDC Senior Account Manager	Job Location Dar es Salaam	Category -
Job Type Full Time	Job level Intermediate	Industry -
Open to Expatriates Only Open to Tanzanian Nationals		

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry -
Secondary Industry -	Primary Category -	Secondary Category -
Certificate -	Qualification -	

Summary

The VDC Senior Account Manager is responsible for developing and managing strategic relationships with key customers within the telecommunications sector in Tanzania. The role focuses on understanding customer business needs, positioning innovative ICT solutions, leading project operations, and driving business growth. Working closely with internal and regional stakeholders, the incumbent will ensure successful project execution while delivering exceptional customer satisfaction and achieving business objectives.

Responsibilities

- Build, develop, and maintain strong strategic relationships with key VDC customers in Tanzania.
- Understand customers' business objectives, technical requirements, and network challenges to identify opportunities for the Company's ICT solutions.
- Present and communicate the value proposition of the Company's cloud, computing, AI, and other digital transformation solutions to customers.
- Serve as the Project Director (PD) for assigned projects, leading project planning, coordination, execution, and successful delivery.
- Drive end-to-end project operations to ensure timely achievement of project milestones, quality standards, and commercial objectives.
- Collaborate closely with headquarters, regional key account teams, and local business units to ensure alignment on customer strategies and project execution.
- Coordinate effectively with solution, technical, and delivery teams to develop competitive customer proposals and deliver high-quality solutions.
- Lead customer engagement activities, business reviews, negotiations, and strategic planning sessions.
- Monitor market trends, competitor activities, and industry developments to identify new business opportunities and strengthen customer relationships.
- Develop and execute account plans that support revenue growth, customer retention, and long-term partnerships.
- Prepare business reports, sales forecasts, and project updates for management.
- Ensure customer satisfaction through proactive communication, issue resolution, and continuous relationship management.

Education & Qualifications

- Bachelor Degree in IT, Engineering, Telecommunications, Computer Science and other related fields
- Have the capabilities of market insight, project operation, customer communication, activity planning, and stress resistance, and have experience and capabilities in operating large projects in the B2B field of large operators.
- As a large international operator, VDC Tanzania needs to collaborate with the HQ/regional key account departments and communicate with them on internal operations. As a customer manager, VDC Tanzania needs to collaborate with the solution and delivery departments. Therefore, the customer manager must have strong capabilities in project operation, collaboration and communication, and stress resistance.

Requirements

- Minimum of 10 years of progressive experience within the telecommunications industry.
- Proven experience managing strategic enterprise or key accounts, preferably within large telecommunications operators or ICT organizations.
- Experience in project development and business growth within Cloud Computing, Artificial Intelligence (AI), Computing Infrastructure, or related ICT solutions is highly preferred.
- Experience working with high-level financial services clients or enterprise customers will be considered a strong advantage.
- Demonstrated success in leading complex, cross-functional projects from initiation through successful completion.

Characteristics

- Strong market insight and strategic business development capabilities.
- Excellent project management and operational leadership skills.
- Outstanding customer relationship management and stakeholder engagement abilities.
- Strong communication, negotiation, and presentation skills.
- Demonstrated ability to collaborate effectively across cross-functional, regional, and international teams.
- Excellent planning, organization, and problem-solving skills.
- High level of resilience with the ability to perform effectively in a fast-paced, high-pressure environment.
- Commercially driven with a strong focus on achieving business results.
- Self-motivated, proactive, and capable of managing multiple priorities simultaneously.

Driving Licence

Not Required

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