

BEGIN A JOURNEY WITH US!



Telekom Brunei Berhad (TelBru) is inviting qualified, dynamic and competent candidates to be a part of result driven team to fill the following vacant position:-

1. CUSTOMER DATA ANALYTICS

MAIN DUTIES AND RESPONSIBILITIES

JOB PURPOSE:

Data analyst responsibilities include conducting full lifecycle analysis to include requirements, activities and design. Data analysts will develop analysis and reporting capabilities. They will also monitor performance and quality control plans to identify improvements.

RESPONSIBILITIES:

- To ensure business units are able to achieve and improve on set KPIs and decision making by providing relevant information on customer behaviors and patterns.
- To ensure all relevant customer related data are collected, stored, analyzed and reported on in a timely manner.
- To ensure customer behavior, patterns and trends are recognized, monitored and reported on if necessary.
- To ensure all management decisions are made in accordance to approved budget.
- To provide findings and recommendations based on customer related information analyzed.
- Interpret data, analyse results using statistical techniques and provide ongoing reports.
- Develop and implement databases, data collection systems, data analytics and other strategies that optimize statistical efficiency and quality.
- Acquire data from primary or secondary data sources and maintain databases/data systems.
- Identify, analyse and interpret trends or patterns in complex data sets.
- Filter and “clean” data by reviewing computer reports, printouts, and performance indicators to locate and correct code problems.
- Work with management to prioritize business and information needs.
- Locate and define new process improvement opportunities.
- To ensure Exco weekly slides and monthly reports are accurate and submitted on time committed.
- Able to redesign data layout according to company need from time to time.

MAJOR CHALLENGES OF THE JOB:

- Ability to manage cross functional teams in any improvement initiatives derived from customer related data.
- Ability to cross reference all data from different business units to ensure validity and consistency.

QUALIFICATION, EXPERIENCE AND COMPETENCIES:

- Degree holder (Finance, Mathematics, Economics, Computer Science, Information Management or Statistics).
- 2 years or more in business field / proven working experience as a data analyst or business data analyst.
- Strong analytical, problem-solving skills and leadership ability to manage cross functional team.
- Proficient in Microsoft Office and technical expertise regarding data models, database design development, data mining and segmentation techniques.
- Strong knowledge of and experience with reporting packages (Business Objects etc), databases (SQL etc), programming (XML, Javascript, or ETL frameworks).
- Knowledge of statistics and experience using statistical packages for analyzing datasets (Excel, SPSS, SAS etc).
- Strong analytical skills with the ability to collect, organize, analyze, and disseminate significant amounts of information with attention to detail and accuracy.
- Adept at queries, report writing and presenting findings.

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2. HEAD OF COLLECTION MANAGEMENT

MAIN DUTIES AND RESPONSIBILITIES

JOB PURPOSE:

- To manage and facilitate the Collection business operation in the department
- Responsible to lead, guide and increase human capital development in team members to improve their performance.

RESPONSIBILITIES:

- Manage and monitor team members performance in achieving the set KPI
- Resolving team members and customer conflicts and issue in regards to the settlement of outstanding bill & service disputes.
- Improve the business processes and identify new business processes towards cost effectiveness & task efficiency.
- Be involve in meetings to represent the department with internal and external parties.
- To prepare and submit management reports containing the relevant information and data related to the department's portfolio, along with the action plans and activities to assist in the company's business.
- To continuously monitor all accounts that falls under the department's portfolio to ensure targets are met as well as initiate action plans to continuously improve the amount of collection.
- Help improve the performance of team members by training & coaching.

MAJOR CHALLENGES OF THE JOB:

- Ability to provide direction, guidance and support, coaching and delegates the tasks if required.
- To help develop the performance of the team members in accomplishing their goals and the company's vision.
- Maybe required to work outside office hours and/or using remote access for specific or urgent matters, such as to gear and execute collection initiatives.
- Dealing with a multitude of manual process and non-compliant systems.

QUALIFICATION, EXPERIENCE AND COMPETENCIES:

- Degree Holder/HND in Information Technology, Computing or equivalent.
- 3 years or more in business field.
- Performance Analysis, Strong Analytical and problem-solving skills.
- Strong leadership ability to lead and manage teams.
- Communication Planning.
- Proficient in Microsoft Office.
- System literate. Have an understanding of business support systems

Interested candidates are required to submit their full resume, stating complete academic qualification and experience together with a recent photo (non-returnable) not later than **28th February 2019 (Thursday)** and label the file as **"CUSTOMER DATA ANALYTICS" OR "HEAD OF COLLECTION MANAGEMENT"** email it to careers@telbru.com.bn or to the following address:

HEAD OF HUMAN RESOURCES

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