ROLE PROFILE

Position Title: Senior Specialist Solutions - Collaboration	**Reporting to:** Director Professional Services
Business Unit: Business	
Division: Business Solutions	**Department:** Professional Services

A. ROLE AND CONTEXT

Purpose:

The role is responsible for managing and delivering collaboration technology solutions that drive seamless communication and productivity across Ooredoo Qatar's enterprise clients. This techno-commercial role bridges the gap between technical expertise and business development, playing a key role in ensuring that Ooredoo's collaboration solutions, such as Unified Communications, video conferencing, and messaging platforms, meet both the technical and commercial requirements of customers. Also, leads collaboration solution projects, working closely with internal teams, customers, and technology partners to deliver integrated solutions that enhance workplace communication and efficiency.

Functional Context:

Ooredoo's Business BU is a critical part of the company's first line customer facing activities for all Business Accounts and has a significant role to play in long term business value creation through product design, achievement of sales revenue, profit and customer satisfaction, as defined in the annual business plans. The Professional Services department is central to the newly established Business Solutions division, leading customer engagement throughout the entire lifecycle—from initial opportunities through delivery and beyond. With deep technical and consultative expertise, the team excels in designing optimal solutions that leverage OQ's offerings alongside those of partner providers. The primary objective is to enhance OQ's engagement with its large enterprise customer base, positioning the company as a trusted partner in driving digital transformation initiatives. The team integrates secure connectivity, network and cloud services, managed services, and IT solutions to enhance OQ's share of wallet and visibility in larger market deals. By moving beyond standard offerings into customized services, the Professional Services team supports Business Accounts, enhancing their technical expertise and capability to manage complex acquisitions and deliveries. This ensures clients' needs are met and remain the primary focus of the sales team.

B. ROLE ACCOUNTABILITIES

- Lead the design and deployment of collaboration solutions such as Unified Communications, video conferencing systems, instant messaging, and enterprise collaboration platforms (e.g., Microsoft Teams, Cisco WebEx, Zoom).
- Ensure that solutions integrate seamlessly with existing enterprise infrastructure, including voice, video, and data networks, ensuring scalability and security.
- Collaborate with internal technical teams, including networking, cloud, and security teams, to ensure alignment of collaboration tools with customer IT environments.
- Oversee the full lifecycle of collaboration projects, from initial customer requirements gathering and solution design through to deployment, testing, and handover.
- Work with the sales and business development teams to develop collaboration technology proposals, balancing technical feasibility with commercial viability.
- Develop business cases for collaboration solutions, outlining potential ROI, cost savings, and business benefits for the customer.
- Provide input into pricing models, ensuring solutions are competitive while maintaining profitability for Ooredoo.
- Support the pre-sales process by delivering technical expertise in customer meetings and responding to RFPs, RFIs, and tenders with accurate and compelling proposals.
- Engage in contract negotiations, ensuring the alignment of technical scope, timelines, cost estimates, and commercial terms.
- Partner with the Business Accounts team to provide expert technical knowledge around collaboration technologies, such as Unified Communications, video conferencing, and enterprise messaging platforms to customers and prospects.

ROLE PROFILE

- Collaborate closely with the Product Team to drive the adoption and market penetration of Ooredoo's Hosted Unified Collaboration Platform, ensuring alignment between customer needs and product capabilities.
- Provide feedback from customer engagements to influence product enhancements and market strategies.
- Act as the lead technical consultant for customers in collaboration projects, conducting deep-dive workshops to assess their existing communication and collaboration infrastructure, user needs, and integration requirements with other enterprise systems (e.g., CRM, ERP, and other productivity tools).
- Provide guidance on modernizing collaboration environments, advising on the adoption of cloud-based collaboration tools (e.g., Microsoft Teams, Cisco WebEx, Zoom) and integration with on-premise communication systems to ensure a hybrid collaboration model that is secure, scalable, and user-friendly.
- Present technical proposals and collaboration solutions to customers, showcasing the advantages of integrated collaboration platforms (voice, video, messaging) that improve employee productivity, enhance remote working capabilities, and streamline communication workflows.
- Collaborate with customer IT and leadership teams to ensure seamless implementation and integration of collaboration tools, providing technical support and troubleshooting throughout the deployment lifecycle.
- This includes resolving connectivity issues, ensuring system compatibility, and training users on new tools.
- Maintain strong customer relationships, providing ongoing support and identifying new opportunities for additional services or solution upgrades.
- Lead and mentor a team of collaboration engineers, fostering innovation and continuous improvement in delivering Unified Communications, video conferencing, and enterprise messaging solutions.
- Collaborate with internal teams such as finance, product development, and operations to ensure seamless delivery of collaboration projects, balancing technical excellence with business goals.
- Align cross-functional efforts to integrate collaboration tools into broader digital transformation initiatives, ensuring solutions meet both technical and commercial objectives.

C. SCOPE AND INTERACTIONS

Direct Revenue Responsibility: No Direct Budget Responsibility: No Direct People Management Responsibility: Yes	Primary Interactions (Internal/External)	
	Internal Relationships: Cross Functional	**External Relationships:** Customers Business Partners

D. KEY PERFORMANCE INDICATORS (KPI)

- Solution Accuracy: Percentage of collaboration solutions that meet or exceed customer expectations.
- Business Case Profitability Enhancement Rate: Percentage of business cases that result in improved profitability and cost savings for Ooredoo by demonstrating effective use of resources, cost-efficient solutions, and enhanced revenue generation opportunities.
- Revenue Growth: Revenue generated from Ooredoo's Hosted Unified Collaboration Platform and other collaboration services.
- Platform Adoption Rate: Number of clients transitioned to Ooredoo's Hosted Unified Collaboration Platform.
- Customer Satisfaction (CSAT): Average customer satisfaction score for collaboration solutions.
- Proposal Conversion Rate: Percentage of collaboration proposals converted into signed contracts.

E. EXPERIENCE, QUALIFICATIONS AND SKILLS

Minimum Experience, Essential Knowledge & Skills	Minimum Entry Qualifications
10 years' experience in a similar role. Experience in collaboration technology solutions, managing Unified Communications, video conferencing, and enterprise messaging projects for enterprise clients. They must have a strong understanding of tools from vendors like Microsoft, Cisco, and Zoom, with expertise in solution design, commercial management, and customer relationship	Bachelor's Degree in Computer Science or Technology **Preferred Certifications / Other Qualifications** Certifications in Unified Communications (e.g., Cisco Collaboration, Microsoft Teams, Zoom certifications) are highly desirable. Project management certifications (e.g., PMP, Agile) are preferred.

management. Additionally, they should possess solid techno-commercial skills, including developing business cases, and creating pricing models.	

Technical Competencies	Required Level	Behavioural Competencies	Required Level
PARTNER MANAGEMENT	Intermediate	Customer Focus	Intermediate
PRODUCT DEVELOPMENT & MANAGEMENT	Advanced	MANAGING BUSINESS PERFORMANCE	Intermediate
COLLABORATION	Expert	STRATEGIC ORIENTATION	Intermediate
BID MANAGEMENT	Advanced	BUSINESS ACUMEN	Intermediate
PRICING	Advanced	Promoting Teamwork	Intermediate

Competency Level (Reference Range)	Basic	Intermediate	Advanced	Expert
	Low >-------------------------->----------------------->----------------------->High			