

EXTERNAL VACANCY ANNOUNCEMENT

A Brief on the Company

Uganda Electricity Transmission Company Limited (UETCL) is a public Limited Company, fully owned by the Government of the Republic of Uganda and holds the following operational licences. System Operator, Operation of the High Voltage Transmission Grid, Bulk Power Supply, Import and Export of Power and; Public Infrastructure Provider (for ownership and operation of the Optic Fibre).

Our Vision is: "To be Eastern Africa's Leading Electricity Transmission Company."

Our Mission is: "To Buy, Transmit and Sell Reliable and Quality Bulk Power for Sustainable Regional Development."

UETCL invites applications from suitable and eligible candidates to fill the position of:

Job title : Communication Engineer (Telephony Systems)
Department : ICT
Reports to : Senior Communication Engineer

Job Purpose:

Planning, installation, configuration and maintenance of the operational and administrative voice communication systems, VoIP infrastructure, enterprise telephony and associated voice-data networks. This role ensures 98% service availability for critical grid and corporate voice centre links, call centres and radio systems, while adhering to local/international standards, ICT policies and cybersecurity guidelines.

Key Result Areas

1. Voice Communication & Telephony Systems Management
 - Direct, coordinate and implement maintenance schedules for operational and administrative telephony systems, voice communication servers/PABXs session Boarder Controllers (SBCs), Voice Recorders, and Network Management System in accordance with manufacturers recommendations and maintenance policies.
 - Design, install, configure and maintain operational and Administrative VoIP, sip, and Radio communication systems to ensure seamless connectivity.

- Maintain and configure Voice communication networks for National Control center (NCC) operations, ensuring high availability and seamless connectivity with independent Power Producers (IPPs) and Regional Control Centers.
- Operate, maintain, and support call centre/Grievance Management System software to ensure high quality internal and external communication services.
- Provide telephony and voice services to users, update user extension details and configure special telephony features.
- Maintain an updated inventory database of telephony system equipment, BCUG (Business Continuity User Group) users and associated voice devices.

2. Voice Infrastructure, Leased Circuits & Network Operations

- Monitor, analyse and document voice system performance, PSTN services and leased telephony/data links offering innovative solutions for continuous performance improvement.
- Monitor usage of ISDN Lines, SIP Trunks, telemetering and other leased voice carrier services.
- Verify usage bills and service level agreements (SLA) for all leased telephony and voice carrier services.
- Investigate, respond to and report on any voice system faults, channel failures or end-user operational issues in line with ICT SLA's.

3. Network & Cyber Security for Voice Infrastructure

- Implement QoS (Quality of Service) provisioning for TCP/IP networks to prioritize real time voice, SIP signaling, telemetering and operational voice channels over general data. Traffic.
- Administer, configure and trouble shoot network security equipment protecting voice gateways, SBC's and VoIP infrastructure (including OT firewalls, routers, switches, ACL's IPsec VPN tunnels and encryption standards.)
- Execute routine security patching, system hardening and vulnerability assessments on voice servers, SBCs and edge voice gateways.

4. Budgeting & Procurement

- Participate in section budgeting processes, activity planning, budget line development and procurement plan preparation.
- Draft equipment specifications for voice and telephony infrastructure, evaluate bids and manage contracts in accordance with PPDA procurement guidelines.

Person Specifications, Experiences and Competences

- Bachelor's degree in Telecommunication or Electrical or Electronic Engineering from a recognized University.
- **Voice & Telephony Protocols:** Hands on proficiency in VoIP, SI PABX systems, SBCs, Voice Recorders, Radio Communication systems.

- **Network Engineering & QoS:** Competent in TCP/IP network design and troubleshooting with strong expertise in QoS provisioning for latency-sensitive voice traffic.
- **Cyber security Practices:** Proficient in securing voice gateways, applying ACL's IPsec VPN and encryption.
- Minimum of Two (2) years' experience in telephone network design, installation, configuration and maintenance.
- At least one (1) year dedicated to managing digital/VoIP telephony systems, voice networks and associated IP switching and routing.
- Proven expertise in maintaining voice and communication infrastructure within a corporate or utility setting
- Possess strong analytical and interpersonal skills.
- Teamwork and integrity
- Must possess a valid National Driving permit.
- A person of integrity, resilient under pressure with flexibility to work for long hours.

How to Apply:

All qualified candidates should send their applications with copies of academic testimonials and detailed CVs indicating three referees and their full addresses through the link: <https://tinyurl.com/mr2ukahr>

Female candidates who qualify are encouraged to apply

The closing date to receive applications is **Wednesday, 21st October 2026 at 05:00 P.M.** UETCL is an equal opportunity employer and encourages all qualified candidates to apply. Only electronically sent applications will be accepted.

TERMS OF EMPLOYMENT AND REMUNERATION

The successful candidate will be offered a contract subject to the Ministry of Public Service Guidelines on the Rationalization Exercise of Government Institutions.