

# Job Description

At MTN BENIN, we believe that understanding our people's needs and aspirations is key to creating experiences that delight you at work, every day. We are committed to fostering an environment where every member of our Y'ello Family is heard, understood, and empowered to live an inspired life.

Our values keep us grounded and moving in the right direction. Most importantly, they keep us honest. It is not something we claim to be. It is in our DNA.

As an organization, we consider it our mission to create an exciting and rewarding place to work, where our people can be themselves, thrive in positivity and ignite their full potential. A workplace that boosts creativity and innovation, improves productivity, and ultimately drives meaningful results. A workplace that is built on relationships and achieving a purpose that is bigger than us. This is what we want you to experience with us!

Our commitments go beyond an organizational promise. It is in our leadership and managerial ethos to meaningfully partner with our employees, customers and stakeholders with a vision to realize our shared goals.

We are delighted that you are considering us as your career partner to make a mark in the world. We look forward to your application!

The Manager AI & Digitalization partners with the entire business to accelerate and scale MTN's AI transformation. The role leads the identification, prioritization and industrialization of high-value AI and digitalization initiatives that improve customer experience, productivity, operational excellence, risk management and revenue growth. Working through influence across functions, the role embeds AI into business processes, products and customer journeys, while ensuring delivery discipline, governance and responsible AI practices so that solutions are deployed safely, securely and compliantly in a regulated telecommunications environment.

- Drive MTN's AI acceleration and infusion agenda by embedding AI-enabled ways of working across operations and customer journeys to unlock growth and operational renewal.
- Partner with business leaders to discover, shape and prioritize AI use cases with clear value hypotheses, measurable KPIs and defined adoption plans.
- Enable repeatable, scalable AI delivery by defining standards, playbooks and reusable patterns across data, architecture, security and engineering.
- Collaborate with data, platform, architecture and security teams to industrialize AI solutions (MLOps/DevSecOps, monitoring, model lifecycle management) in line with policy and regulatory requirements.
- Build organizational AI fluency and adoption through enablement (training, champions network, communications and change management) to sustain benefits realization.

## Responsibilities

Under the supervision of the CTIO and Senior Manager, drive the following enterprise AI acceleration and digitalization outcomes:

- AI Strategy & Roadmap Execution: Translate MTN's AI ambition into an executable roadmap and operating cadence; align priorities with business strategy and Technology strategy; ensure clear ownership, milestones and investment rationale.
- Use-Case Discovery & Business Co-Creation: Run discovery/ideation workshops; define problem statements, value hypotheses, success KPIs, data readiness and process impacts; ensure business sponsorship and adoption commitments.
- Responsible AI, Risk & Compliance: Embed responsible AI principles, privacy-by-design, security controls and model risk practices; coordinate required approvals (security, risk, legal, procurement) and maintain audit-ready evidence.
- Delivery Acceleration & Industrialization: Establish repeatable delivery patterns (data pipelines, model deployment, monitoring, retraining); partner with platform/cloud teams on environments; ensure production readiness and lifecycle management.

- Value Realization & Performance Management: Define benefits cases; track expected vs realized value; publish executive dashboards; drive corrective actions to maximize ROI and business outcomes.
- Adoption, Change & Capability Building: Drive adoption through training, playbooks and communities of practice; support business teams to integrate AI into daily workflows; measure adoption and user satisfaction.

**Enterprise AI Platform & Data Enablement**

- Partner with Data & Analytics, Architecture and Security to define the required AI/data capabilities (data products, feature stores where applicable, model registry, monitoring, access controls).
- Promote reuse and standardization (reference architectures, templates, prompt/model patterns) to reduce time-to-value and improve quality.
- Ensure solutions are designed for scalability, resilience and cost efficiency, with clear SLOs and ongoing performance optimization

**Stakeholder Management & Executive Reporting:** Build strong relationships with business leaders and delivery teams; facilitate decision-making through clear reporting of progress, value, risks and dependencies; and ensure alignment with MTN Group standards and local regulatory expectations.

<p><b>Key Performance Areas:</b></p>	<p><b>Supporting Activities (Guidelines, not limited to):</b></p>
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**1. AI Portfolio & Roadmap Delivery:**

Execute and govern an enterprise AI portfolio, ensuring prioritisation, delivery cadence, risk management and benefits tracking across all business functions.

- Maintain a prioritised AI use-case backlog with agreed scoring criteria (value, feasibility, risk, readiness).
- Run monthly/quarterly portfolio governance with CTIO and business sponsors; track milestones, dependencies, decisions and risks.
- Publish executive dashboards on delivery status, adoption and realised value.
- Define and track benefits cases per initiative; drive corrective actions to close value gaps.
- Ensure each use case has a named business owner, agreed KPIs and a go-live/adoption plan.
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**2. Responsible AI, Risk & Compliance:** Ensure AI solutions are designed and operated safely, securely and compliantly, with appropriate controls, approvals and audit readiness.

- Maintain a Responsible AI checklist and artefacts per solution (data privacy, bias, explainability where applicable, human oversight).
- Coordinate governance approvals with Security, Risk, Legal and Procurement; ensure vendor and model onboarding follows policy.
- Ensure data access, retention and processing comply with local regulations and MTN policies; maintain audit evidence and reporting.
- Monitor AI solution performance and risk indicators post go-live; trigger

	<p>review/retraining/controls updates as needed.</p>
<p><b>3. AI Delivery &amp; Industrialisation:</b> Establish repeatable delivery practices to move AI solutions from prototype to production reliably and efficiently.</p> <p>Define delivery standards and ensure AI solutions meet production readiness, monitoring, support and lifecycle requirements (including MLOps/DevSecOps where applicable).</p>	<ul style="list-style-type: none"> <li>● Define reference architectures and patterns for analytics/ML/genAI use cases, aligned to enterprise architecture and security.</li> <li>● Coordinate data readiness (quality, access, lineage) and environment provisioning with Data, Cloud and Platform teams.</li> <li>● Establish model/prompt versioning, testing, monitoring and retraining/refresh practices; define support and incident processes.</li> <li>● Track cycle time from idea to production and continuously improve delivery throughput and quality.</li> <li>●</li> </ul>
<p><b>4. Adoption, Change &amp; Capability Building:</b></p> <p>Drive AI adoption across the organisation through structured change management, enablement, communications and measurement of usage and impact.</p>	<ul style="list-style-type: none"> <li>● Maintain AI champions network across departments and run regular enablement sessions (use-case clinics, office hours).</li> <li>● Develop playbooks and guidance for safe and effective AI use (including prompt guidance where relevant) and track adherence.</li> <li>● Support business owners to redesign processes and operating models to embed AI (roles, controls, decision rights).</li> </ul>

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|  | <ul style="list-style-type: none"><li>● Measure adoption and user experience (active users, frequency, satisfaction) and drive continuous improvement actions.</li><li>● Develop an annual AI capability plan (training pathways, awareness, role-based learning) in collaboration with HR/L&amp;D.</li></ul> |
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## Qualifications

### Education:

- Bachelor's degree in computer science, Data Science, Engineering, Information Systems, Statistics or equivalent

### Knowledge & Attributes

- Good understanding of the telecommunications industry and key value drivers (customer, network/operations, digital channels, fintech/mobile money where applicable)
  - Strong stakeholder management and ability to influence across business and Technology leadership
    - Practical understanding of AI/analytics concepts and how to translate business problems into data/AI solutions
      - Strong commercial mindset with ability to shape AI initiatives that drive growth, efficiency and customer experience
      - Experience improving reporting/insights through automation and analytics; strong focus on measurable outcomes and decision support

## **Experience:**

- 5+ years' experience in digital transformation, data/analytics, automation or technology delivery roles with business partnership responsibilities
  - 3+ years' experience leading cross-functional initiatives (portfolio/programme delivery, product ownership, or transformation), with measurable business impact

## **Professional competencies**

- AI product/portfolio management: ability to prioritize use cases, define benefits, KPIs and adoption measures
  - Business analysis and process redesign skills; ability to translate operational pain points into AI-enabled improvements
    - Programme/project delivery: strong planning, dependency management and stakeholder communication
      - Change leadership: ability to drive adoption, communications and training across diverse teams
      - Governance, risk and controls mindset; ability to operate in regulated environments with strong audit discipline
      - Excellent interpersonal, facilitation and communication skills; able to influence without formal authority
      - Leadership and coaching; ability to build communities of practice and develop AI fluency
      - Strong analytical and reporting skills; able to create executive-ready insights and performance tracking
      - High integrity and disciplined execution; delivers outcomes through structured governance and follow-through

## **Technical competencies**

- Data & analytics foundations: data modelling, data quality, BI/visualization and KPI design

- AI/ML and/or GenAI delivery understanding (model lifecycle, evaluation, monitoring, prompt patterns) and awareness of MLOps practices
  - Cloud and integration awareness: APIs, data pipelines, access controls and secure deployment patterns in enterprise environments

### **Skills & Physical Competencies:**

- Professional approach with a can do attitude
  - Innovative, takes initiative, is result oriented and develops self consistently.
    - Leadership, customer centricity, collaborative, ability to coach & develop direct reports
      - Trustworthy, integrity and ethical in dealings
      - Good written and verbal communication, and commitment to the organization
      - Analytical thinking and problem-solving abilities.
      - Global thinker, Improves processes.
      - Listens well
      - Conflict management
      - Excellent negotiation skills.
      - Manages underperformance
      - Good time management

### **Continuous Risk & Compliance Management & Reporting**

- Perform and encourage continuous and effective risk management practice within your activities.
  - Promote risk-based decision taken. Ensure effective escalation of key risks, compliance breach and non-ethical issues.
    - Demonstrate and encourage ethical behaviors. Promote Business continuity best practices and compliance with applicable regulations and internal PPPs (Policy, Process and Procedures).

Must live the **MTN Values** of

- Can Do with Integrity
  - Lead with care
    - Collaborate with Agility
      - Serve with respect
      - Act with Inclusion