



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

Toll Free Phone: (866) 225-9067

Toll Free Fax: (877) 825-7564

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Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/06/30

Dir, Dev Cert & Life-Cy Mgmnt

Job ID	308826-en_US-5854	
Web Address	https://careers.indigenous.link/viewjob?jobname=308826-en_US-5854	
Company	Rogers	
Location	Toronto, ON	
Date Posted	From: 2024-06-14	To: 2050-01-01
Job	Type: Full-time	Category: Telecommunications

Description

Our Technology team wakes up every day with one goal in mind - connecting Canadians to the people and things that matter most. Together, we are proud to support 30 million Canadians each month through managing a robust portfolio that champions leading-edge technology. We drive large-scale, complex, and high-visibility technology projects and programs that shape the future of technology in Canada and expand connectivity from coast to coast. If you are interested in being a part of this, consider applying for the following opportunity:

Job Location: Brampton / Calgary

Devices, Syndication and Innovation Technology team is looking for a Director of Device Certification & Life-Cycle Management who will lead the teams responsible for all Rogers wireline device certification, continuous service validation, technology services layer platform, syndicated and enterprise services nationally, as well as reliability and performance management activities. All in support of Residential business unit roadmap, as well as ensuring the best-in-class customer experience.

The successful candidate will possess extensive technical and people leadership experience with strong business and program management acumen, with the ability to thrive in a high-paced environment managing diverse activities.

Key Responsibilities:

- Continuous Service Validation
- Automation testing of all Ignite services driven by Comcast network and device related changes preventing customer impact
- Management of all automation lab facilities, platforms software and network
- Development and delivery of one national strategy for automated service validation
- Device Certification
- Certification of new devices for both home and enterprise business units
- Firmware delivery and device operational support
- Device lab management and automation development
- Development and delivery of one national strategy for device certification
- Service Reliability & Performance Management
- Develop new and maintain and monitor existing Ignite services KPIs to measure video, broadband and smart home performance
- Support proactive customer engagement with the goal of improving customer satisfaction results
- Syndication & Enterprise Services
- Provide Tier 3 technical leadership for Incident and Problem management processes with Comcast
- Manage Change and Release management processes with Comcast
- Development and delivery of one national strategy for operational KPIs
- Rogers Technology Services Layer
- Develop all API policies for the Corporate API Management Platform
- Develop all service-related APIs requiring integration to Rogers network
- Manage and operate cloud platform instances and all software that is developed in-house

Qualifications:

- Bachelor's degree in Telecommunications, Electrical Engineering, Computer Science, or a related field.
- 10+ years of progressive experience in wireline technology, with at least 5 years in a leadership or managerial role.
- In-depth knowledge of wireless device technologies, protocols, and standards, including DOCSIS, XGS-PON and WiFi
- Extensive experience with data analytics, telemetry analysis and development of Key Performance Indicators for services and devices.
- Proven track record of managing and optimizing wireline devices/CPEs and delivery of superior service performance and customer

satisfaction.

- Strong leadership and team-building skills, with the ability to inspire and motivate cross-functional teams in a fast-paced environment.
- Excellent analytical, problem-solving, and decision-making abilities, with a strategic mindset and business acumen.
- Effective communication and stakeholder management skills, with the ability to interact confidently with executives, partners, and regulatory authorities.

Schedule: Full time
Shift: Day
Length of Contract: Not Applicable (Regular Position)
Work Location: 8200 Dixie Rd (341), Brampton, ON
Travel Requirements: Up to 10%
Posting Category/Function: Technology & Engineering
Requisition ID: 308826

At Rogers, we believe the key to a strong business, is a diverse workforce where equity and inclusion are core to making everyone feel like they belong. We do this by embracing our diversity, celebrating our different perspectives, and working towards creating environments that empower our people to bring their whole selves to work. Everyone who applies for a job will be considered. We recognize the business value in creating a workplace where each team member has the tools to reach their full potential by removing any barriers for equal participation. We work with our candidates who are experiencing a disability throughout the recruitment process to ensure that they have what they need to be at their best. Please reach out to our recruiters and hiring managers to begin a conversation about how we can ensure that you deliver your best work. You matter to us! For any questions, please visit the https://performancemanager4.successfactors.com/doc/custom/RCI/Recruitment_Process-FAQ-EN.pdf Recruitment Process FAQ.

Successful candidates will be required to complete a background check as part of the hiring process.

Posting Notes: Technology

For more information, visit Rogers for Dir, Dev Cert & Life-Cy Mgmt