



# 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  
L9 P23 R4074 HWY 596 - Box 109  
Keewatin, ON P0X 1C0

# Job Board Posting



Careers.Indigenous.Link

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## Engagement Manager

<b>Job ID</b>	<b>241660-en_US-9514</b>
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=241660-en_US-9514">https://careers.indigenous.link/viewjob?jobname=241660-en_US-9514</a>
<b>Company</b>	Rogers
<b>Location</b>	Brampton, ON
<b>Date Posted</b>	From: 2021-10-18 To: 2050-01-01
<b>Job</b>	Type: Full-time Category: Telecommunications

### Description

At Rogers, we connect Canadians to a world of possibilities and the memorable moments that matter most in their lives. Every day we wake up with one purpose in mind. To bring loved ones together from across the globe. To connect people to each other and the world around them. To help an entrepreneur realize their dream. A sports fan celebrate a special moment. Because we believe connections unite us, possibilities fuel us, and moments define us. As we grow our team, the well-being of our team members remains our top priority. To ensure the health and safety of our team members, including those in the recruitment process, our team members are working from home, and are equipped to do so safely and efficiently. Rogers is seeking an Engagement Manager to act as a liaison between business stakeholders and delivery teams within the Technology organization. Reporting to the Director Demand Management, within Technology at the Rogers Brampton Campus, this individual will be expected to act as the single point of contact for various portfolios. They will help define the Technology funnel of work by eliciting requirements and advising stakeholders on how best to leverage technology capabilities. Their close alignment to their stakeholders will aid in identifying opportunities to grow the business through an innovative and effective use of technology. What you will be doing... Front door for all requests coming into Technology and Digital, providing and maintaining an end-to-end view of all Demand across Rogers. Proactively engage business and technology partners to jointly develop and maintain roadmaps and communicate funding and approval status, implementation schedules and actions to mitigate constraints and issues. Maintain demand funnel and work with stakeholders to prioritize demand and align with Technology supply. Track and manage business case realization against demand requests. Review requests with intake submission owner to identify impacted technology teams based on requirements, while working with the Delivery teams and others (e.g. Security, Enterprise Architecture, etc.) on cost assessment and determination of resource availability prior to G1. Facilitate solution building for business needs by liaising between Business owners, Technology + Digital primes, architecture and delivery owners. Ensure the technology solution delivers to business need and benefit. Liaise between delivery teams, infrastructure, project management, subject matter experts, end users, executives and engagement management teams to ensure smooth delivery of projects. Collaborate with Business Analysts to refine functional and non-functional requirements using critical evaluation techniques. Prepare documentation on expected benefits, use cases, current/proposed process, workflows, data flows, process re-engineering studies, functional specifications, risk integration, end-user adoption plans/guides and organization structures. Identify and highlight problem areas, gaps or conflicts derived from information gathered and propose options for resolution, ensuring proposed system development or business process solutions are not at risk. Ensure projects align with the business and Technology strategies, contributing to the development of plans and processes in supported organizations and business unit level. Manage new ideas/initiatives funnel by collaborating with business partners and development teams, identifying opportunities to grow the business through an innovative and effective use of technology and by evaluating technologies via hands-on testing/demos and RFPs. Coordinate team efforts to resolve complex issues and conflicts and know when to escalate to appropriate level(s). Understand and support industry trends in conjunction with Enterprise Architecture and contribute to the development of best practices for the business partners and for areas of domain expertise. Bring the context of technology roadmaps, application capabilities and business vision in the conversations we facilitate. What you have... Undergraduate degree required. 5-10 years of Business Analysis experience required. 5-10 years of demonstrated experience eliciting, gathering and documenting requirements, including JAD coordination and use case identification. 5-10 years of demonstrated expertise in customer experience, and advanced knowledge of IT and business processes. 5-10 years of experience with system development tools and techniques, application planning and strong problem solving and troubleshooting skills. Exceptional written, verbal and presentation skills. Excellent organizational, time management and prioritization skills. Certified Business Analysis Professional (CBAP) designation preferred. Experience with various Rogers' lines of business (wireless, cable, internet video etc...) and applications supporting them is preferred. Demonstrates experience with Software Development methodologies (Waterfall and Agile). Excellent analytical, interpersonal and communication skills to influence and engage colleagues, along with a broad understanding of the businesses they support. Must be able to effectively communicate technical information to both technical and non-technical personnel. Must be creative, detail-oriented and capable of balancing the 'big picture' with meeting the day-to-day needs of the organization. Experience working with residential, internet and video technologies strongly preferred. Working level knowledge of network technologies and solutions. As a condition of hire, all new employees will be required to provide proof of vaccinations against COVID 19. Any request for an exception under Human Rights legislation must be supported by evidence to be considered by Rogers on a case by case basis. Please click &quot;[https://performancemanager4.successfactors.com/RCI/Medical\\_Exemptions\\_to\\_Covid\\_19\\_Vaccination\\_EN.pdf](https://performancemanager4.successfactors.com/RCI/Medical_Exemptions_to_Covid_19_Vaccination_EN.pdf)&quot; here to review conditions that may qualify for medical exemption to the COVID-19

