



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

Date Printed: 2024/05/01

Manager Operations Roaming Services

Job ID	243036-en_US-9237	
Web Address	https://careers.indigenous.link/viewjob?jobname=243036-en_US-9237	
Company	Rogers	
Location	Brampton, ON	
Date Posted	From: 2021-07-26	To: 2050-01-01
Job	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 temporarily working from home.

Scope: Operations Roaming Services and Signaling Team is part of a leading edge team that is responsible for keeping and expanding the national and international Roaming footprint, as well as VoLTE signaling platforms in order to deliver operational excellence to our customers.

Reporting to the Director Voice Data and Enhanced Services, the manager of operations Roaming and signaling will provide leadership in managing, planning, executing and forecasting.

All international, and domestic, Roaming current and future services

All signaling platforms (DEA and DRA diameter signaling including virtual environment) for current and future technologies

Responsibilities:

- Lead the introduction of the next generation roaming services such as 5G NSA/SA, network slicing, in addition to supporting current Roaming technologies and services (2G/3G, LTE, LTE-M, NB-IoT, VoLTE, 5G NSA)
- Managing, train, coach 2 teams responsible for operations roaming and signaling
- Signaling SS7 and Diameter strong expertise, including Security and SS7/Diameter firewall operational management
- Manage NNI, IPX and other direct interconnect for both control and user plane
- Ensure constant IMS interoperability and interconnect
- Introduce network nodes and services automation initiatives driving management efficiencies
- Ensure all DEA and DRA platforms are meeting KPIs with Excellence
- Define future KPIs for Voice/Data roaming and VoIMS
- Accountable for the Global Roaming Quality
- Implementing and evolving SS7/Diameter signaling redirection strategy, OTA technology and delivery
- Enforce Change management policies, review/approval of Work Orders (eWO) / Method Of Procedures (MOP), execute on Incident, and Problem management
- Work in hands with Technology, Engineering, Regulatory, Business and Technical teams and act as a key stakeholder in projects and break fixes urgencies
- Develop pro-actives initiatives to keep platforms at an excellence performing level
- Manage Executive escalations at all levels at anytime
- Collaboration and provide support to the lines of Business, Marketing, Enterprise, Care, Access
- Interface and negotiate and with vendors, third parties, roaming partners and other external parties
- Involvement with the GSMA Network Group (NG) and driving the adoption of new Roaming standards

Qualifications:

- Experience in the completion of IR24, IR25, IR35, IR50, IR32, IR38 and any other roaming testing involving new upcoming technology
- Technical Protocol experience with, and not limited to: SS7, Diameter, GTPv1/v2, SIP
- Experience in Operations, with a strong emphasis on customer focus
- Experience in LTE-M, NB-IoT in Roaming environment, along with 2G/3G, LTE, VoLTE, 5G NSA technologies
- Experience in Cloud Infrastructure to support VoLTE/5G

experience with network tracing tools and knowledge of ANSI, ETSI, 3GPP and GSM standards. Superior communication and interpersonal skills are required. English and French working environment. A Self-Starter mentality is required for this role, the candidate must be able to learn from informal as well as formal channels. A post-secondary degree in Telecommunications or Engineering is required. Minimum of 5 years working in an international roaming technical environment with roaming operations and support experience at wireless operator level. 10+ years telecommunications service provider industry experience.

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: 243036
 Together, we make more possible, and these six shared values guide and define our work:

Our people are at the heart of our success
 Our customers come first. They inspire everything we do
 We do what's right, each and every day
 We believe in the power of new ideas
 We work as one team, with one vision
 We give back to our communities and protect our environment
 What makes us different makes us stronger. Rogers has a strong commitment to diversity and inclusion. 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. At Rogers, we value the insights and innovation that diverse teams bring to work. We work with our candidates with disabilities 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/RCI/Rogers+Inbox+FAQ+April+2019+----+UPDATED_+\(02\).pdf](https://performancemanager4.successfactors.com/RCI/Rogers+Inbox+FAQ+April+2019+----+UPDATED_+(02).pdf)

Rogers FAQ

Posting Notes: Information Technology & Engineering

For more information, visit Rogers for Manager Operations Roaming Services