



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: 2024/05/06

Senior Solutions Manager

Job ID 244516-en_US-7752

Web Address

https://careers.indigenous.link/viewjob?jobname=244516-en_US-7752

Company Rogers

Location Toronto, ON

Date Posted From: 2021-10-18 To: 2050-01-01

Job Type: Full-time Category: Telecommunications

Description

<p><We are hiring! Come play a key role in building the future of innovation in Canada. Everyone wants to be part of a transformational team – and that’s exactly what we’re building at Rogers. A team that innovates and a team that wins.

</p><p><p> </p><p><At Rogers, we’re building a team on the leading edge of technology and media, and we’re committed to creating and growing teams that are innovative, fast-moving, bold-thinking, and deliver impact in everything they do. Our world class network offers wireless connectivity across Canada, and we are the market leader in 5G for both coverage and reliability. Not only is our business strong, but so is our culture. We genuinely care about each other and we’re committed to fostering an inclusive and diverse workplace at Rogers to ensure all of our team members feel proud to bring their whole selves to work. We have employee resource groups that build awareness and a culture of allyship for equity-seeking groups, including groups representing People of Colour, LGBTQ2S+, Indigenous Peoples, Persons with Disabilities and Women. We all bring something different, and we know what makes you different makes us great.

</p><p><p> </p><p><Rogers believes in challenging work, rewarding opportunities and building an inclusive future for everyone. Because when our team learns, grows and reaches their true potential – we can make more possible.

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style="font-family: 'Ted Next';"span style="color: red;">Senior Solution Manager

span style="font-size: 11.0pt;">span style="font-family: 'Calibri', sans-serif;">span style="font-family: 'Ted Next';"span style="color: #333333;">We are seeking a Solution Manager that will lead in a fast-paced environment, design and deliver new features and systems, launch them, and iterate to incrementally make them better. You willspan style="font-family: 'Ted Next';"span style="color: #333333;">act as a liaison between business stakeholders and delivery teams within the IT and Digital organizations. You will be accountable for working closely with our application and internalspan style="font-family: 'Ted Next';"span style="color: black;">Technologyspan style="font-family: 'Ted Next';"span style="color: #333333;">teams to design, develop and implement system enhancements.span style="font-family: 'Ted Next';"span style="color: #333333;">You will participate in the overall planning, execution, and success of a complex cross-functional team, work closely with product management, delivery, and architecture team. You are an ideal candidate if you have a demonstrated track record of strong product knowledge with a marriage of technology developing end to end solutions to meet the need of the digital team.

span style="font-size: 11.0pt;">span style="font-family: 'Calibri', sans-serif;">span style="font-family: 'Ted Next';"span style="color: #333333;">What you will do:ul style="list-style-type: none;">- span style="font-family: 'Ted Next';"span style="color: #333333;">Support the technical roadmap for the Connected Home Digital portfolio by understanding the overall solution for the digital strategy

span style="font-size: 11.0pt;">span style="font-family: 'Calibri', sans-serif;">span style="font-family: 'Ted Next';"span style="color: #333333;">Be a liaison with the channel owners, product owners and all operational teams impacting the digital

delivery

Be the overall Technical Product Owner supporting the team and lead the solutions/programs.

Provide full end-to-end knowledge of the software solution and design

Manage a team of solution experts

Provide management of the software development life cycle both Agile and Waterfall deliverables

Document development deliverables, schedules, and other necessary information, providing progress reports as required.

Accountable for IT HLD (High Level Design) /DDD (Detailed Design Document): content, completion and quality.

Drive & contribute to project solutions - JAD sessions, responsible for gathering input / documenting HLD.

When required back-fill role gaps (Sr. BSA, PM, SA –

Sr. Business Systems Analysts, Project Manager, Solution Architect) as needed.

Responsible for facilitating requirements / scope trade-off with application teams, business sponsor, and demand organization.

Accountable for aligning all technology teams (Digital, Network) when delivering IT solutions.

Support the Project Manager throughout project life cycle.

Work with Enterprise Architecture and procurement on defining vendor expectations.

Working with the PM, EM, Application teams and governance in the creation and management of governance/gating artifacts.

Accountable / responsible for the managing change requests (PCRs).

Responsible (in partnership with the PM / application teams) for the negotiation of code drop dates in balance with business requested delivery dates.

Support testing teams/activities: test plan/case consultation and manage defect triage with appropriate application teams.

Work closely with third party technology vendors; ability to challenge the vendor design to ensure what is being built satisfies the needs of our business partners.

Liaise with other Technology Solution Delivery groups including the Network and Infrastructure teams to ensure smooth delivery of projects and application support for the business.

Work with the Consumer Business Unit, Go to Market team, Planning, and Engagement teams to develop realistic project plans that clearly state project deliverables and timelines.

Manage project and portfolio budgets and assist in managing cost centre financials.

Coordinate team efforts to resolve complex issues and conflicts and escalate to executive level wherever required.

Endorse quality, innovation and timely communication of issues / opportunities. Coach team members in delivery, issue management and risk management.

Liaise with all relevant organizational departments in order to plan and execute projects providing assurance project scopes are accurately and adequately defined in relation to software

development.

Ensure the functionality, performance, scalability, reliability, realistic implementation schedules and system architecture for each project.

Stay current with trends, techniques, technology and other factors impacting the job incorporating as deemed necessary.

Actively participate in team meetings and offer recommendations, ideas on design projects.

Oversee design, code, and test major features in collaboration with development team to deliver complex changes.

What you will bring:

- Bachelor's in Computer Science or related field or equivalent experience required.
- 5+ years of experience in the information technology field.

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style="color: #333333">3+ years of experience in a project delivery role in a fast paced/agile environment.
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style="color: #333333">Previous team management experience preferred.
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style="color: #333333">Previous IT program management experience preferred.
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style="color: #333333">General understanding of the company's overall business operations and products.
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style="color: #333333">Demonstrated ability of successfully leading complex IT projects and programs.
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style="color: #333333">Ability to successfully implement and control budgets.
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style="color: #333333">Must be able to effectively communicate technical information to both technical and non-technical personnel.
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style="color: #333333">Must be creative, detail oriented and capable of balancing the “big picture” with meeting the day-to-day needs of the organization.
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style="color:#333333">Must be able to communicate, present and negotiate at any level of management across the organization.

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style="color:#333333">Excellent interpersonal and communication skills.

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style="color:#333333">Exceptional written, verbal and presentation skills.

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style="color:#333333">Excellent organizational skills.

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style="color:#333333">Must be familiar and comfortable utilizing the Scrum methodology.

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style="color:#333333">Ability to inform, educate and influence managers and employees to support goals and initiatives in a matrix environment.

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style="color:#333333">A deep understanding of software engineering practices, object oriented analysis & design, design patterns and algorithms

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style="color:#333333">Familiarity with the end to end processes of the ecommerce business (field and retail is a bonus)

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Experience with breaking down the customer journey or the agent journey, and implementing process improvements to those journeys

Familiarity and ability to work with amending inventory and order management systems, including making recommendations in process improvements

Demonstrated strong technical judgment in conjunction with passionate customer-focus

Excellent verbal and written communication skills

Master's Degree in Computer Science or related field

What we bring:

- A competitive salary and benefits plan that include access to our Employee Share Accumulation Program, Retirement Benefits and a variety of other perks including 50% off Rogers services and products
- A manager who deeply cares about your development and career at Rogers

style="text-align:justify">A team that trusts and wants to win together<li style="text-align:justify">The health and well-being of our team members remains our top priority – our team members have access to expanded benefits support for mental health, financial well-being, supports for parents and virtual health care for our team members and their familiar, as well as access to tools like Headspace, Rogers Masterclass and more<li style="text-align:justify">We launched a National Wellness Fund to provide our team expanded benefits support for mental health, financial well-being, support for parents and Virtual Health Care for our team members and their families to help them cope during the health crisis.<p> </p><p>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.</p><p> </p><p>Please click here to review conditions that may qualify for medical exemption to the COVID-19 vaccine.</p><p> </p><p>Schedule:</p><p> Full time</p></div>

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style="font-family:'Ted Next'"><At Rogers Digital, our team
doesn’t shy away from big ideas – we bring them to life. We work tirelessly to deliver
the best user experiences (period) and build amazing self-serve experiences that our customers
want to use. We are customer-obsessed agents of change and are committed to innovation and
creating effortless experiences for customers and frontline employees. We use cutting-edge tools
and technologies to solve critical and complex problems with award-winning solutions. Our work
impacts millions of customers everyday. At Rogers Digital, we’re looking for people who
embrace change, take risks, and push boundaries. Learn more about our team and our work @
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style="color:#0066cc">https://digital.rogers.com/</
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possible, and these six shared values guide and define our
work:</p><p><span
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success<span
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do<span
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Next'">We do what’s right, each and every dayWe believe in the power of new ideasWe work as one team, with one visionWe give back to our communities and protect our environment</p> </p>Posting Notes: Digital & Technology</img src=" AAAAABAEEAAAICVAEOw=="</p>

For more information, visit Rogers.com for Senior Solutions Manager