



# 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.Link's 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  
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# Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/04/24

## Product Manager

Job ID	245084-en_US-9417	
Web Address	<a href="https://careers.indigenous.link/viewjob?jobname=245084-en_US-9417">https://careers.indigenous.link/viewjob?jobname=245084-en_US-9417</a>	
Company	Rogers	
Location	Brampton, ON	
Date Posted	From: 2022-07-04	To: 2050-01-01
Job	Type: Full-time	Category: Telecommunications

### Description

At Rogers, the entrepreneurial spirit is part of our DNA. Our Rogers Business teams help foster and grow the Canadian economy by supporting businesses of all sizes. From small to large-scale enterprises, our teams help deliver innovative technology, network services, and a suite of solutions to help them succeed. We offer Canada's largest and most reliable 5G network for our customers and are proud leaders in wireless private networking and IoT! We continuously expand and evolve our networks, invest in new technology capabilities, and invest in our people to serve our business customers and their communities.

Come play a key role in driving the future of business innovation in Canada. We are looking for team members with a passion for delivering industry-leading value to customers and supporting businesses in the communities where we live and work.

Are you up for the challenge? If so, consider the following opportunity: We are looking for a motivated individual for an exciting new position on the Go-to-Market Readiness Support Team. Reporting to the Sr. Manager, GTM Readiness, this role is responsible for managing and implementing Initiatives for the Operations and Unified Communications groups in R4B with specific focus on the Microsoft ecosystem.

The Program Manager will work closely with a number of cross functional teams including GTM Project Managers, Product Managers, Business Economics, etc. to identify impacts and develop creative solutions. The Program Manager will be accountable to deliver strategic programs throughout our business support centers in order to advance our service model and drive growth in the R4B segment.

The successful candidate will be responsible to act as the front door into Customer Service Operations to ensure that the impact of new initiative is well understood and that CSO is set up for success.

**What you will do:**

- Accountable for representing R4B Ops and Unified Communications in GTM forum/projects to ensure readiness for product-focused launches for new products, pricing, features and services.
- Ensure that the impact of new initiatives is well understood and that CSO is set up for success and an optimal customer experience is delivered.
- Manage project delivery, planning and activities across CSO to ensure objectives are met and projects are launched with excellence.
- Define scope of support & develop support model and launch strategy and coordinate implementation.
- Collaborate with key stakeholders and business partners to align project and product designs to key strategies.
- Own relationship with cross-functional partners & collaborate on launch strategy.
- Reactive response to mitigating impacts of marketing, product and service launches on customers, people and tools.
- Manage intake and capacity/resource allocation to support initiatives.
- Deliver an optimal customer experience within Operations.
- Define solution requirements.
- Represent R4B Ops in end-to-end process mapping.
- Implement identified processes.
- Define & implement procedures.
- Escalate & resolve project issues.
- Develop documentation and knowledge management content to support improvements or launches.
- Responsible to develop & execute on Strategic Roadmaps for specific lines of Business.
- Complete cost / benefit analysis and develop supporting business cases & establishing measures of success & results.
- Consult business owners to ensure issue awareness and report on improvements.
- Assist in the development of methods to measure productivity.
- Champion resolution of reoccurring issues or process gaps.
- Measure and report on improvements post-process change.
- Monitor, analyze and report on the effectiveness of business processes.
- Present solutions and recommendation aimed at leveraging the systems in place ensuring maximum return on investment technology.
- Create, Maintain & Improve procedures for various products & solutions.

This includes priming the changes that will happen through Product and Technology.

**What you will bring:**

- 5-7 years of Project Management experience (with PMP certification desired).
- 5-7 years of experience within the telecommunication industry's Business to Business segment preferred.
- Strong knowledge of Wireline products is an asset.
- Voice: Telecom fundamentals (PSTN), SIP, Unified Communications.
- Microsoft: Working knowledge of Microsoft ecosystem including M365, Unified Communications solutions including Teams, Operator Connect, SIP Direct Routing.
- Experience setting up Operational models is an asset.
- Post-Secondary Degree, with in a business discipline.
- Extremely detail oriented and thorough (ability to quickly spot missing details).
- Solid understanding of all segments, activities and processes of Business groups in order to identify underlined correlations.
- Highly adaptable with the ability to manage several projects simultaneously, while maintaining quality, in a fast paced environment.
- Strong team player able & ability to be assertive negotiate skilfully & deal effectively with a variety of personalities within multiple cross-functional teams.
- Highly motivated and very proactive individual, dedicated to follow-up/follow through with little supervision.
- Strong analytical and problem solving skills.
- Ability to interface with all levels of the organization, across a variety of cross-functional groups.
- Subject matter expertise of AppDirect, Microsoft CSP, SGI, Vision 21, ICM, Iseries (AS400), INSIS and other systems/tools utilized an asset.
- Strong communication skills (oral and written) and the ability to interface with all levels of the organization.
- Must be computer literate: strong keyboarding and internet navigation skills; proficient in Microsoft Office (primarily Word, Excel, Project and PowerPoint).

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 [here](https://performancemanager4.successfactors.com//RCI/Medical_Exemptions_to_Covid_19_Vaccination_EN.pdf) to review conditions that may qualify for medical exemption to the COVID-19 vaccine.

Schedule: Full time  
Shift: Day  
Length of Contract: Not Applicable (Regular Position)  
Work Location: 1 Mount Pleasant (083), Toronto, ON  
Travel Requirements: Up to 10%  
Posting Category/Function: Project Management & Call Centre Operations  
Requisition ID: 245084

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 [Rogers FAQ](https://performancemanager4.successfactors.com//RCI/Rogers_Recruitment_FAQ.pdf).

Posting Notes: Digital & Technology

For more information, visit Rogers for Product Manager