



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: 2024/05/04

Mgr Operations Wireline Voice Svcs

Job ID	250854-en_US-2126	
Web Address	https://careers.indigenous.link/viewjob?jobname=250854-en_US-2126	
Company	Rogers	
Location	Brampton, ON	
Date Posted	From: 2021-10-18	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.

Reporting to the Director Voice Data and Enhanced Services, the Manager Operations, Wireline Voice Services manages a team of highly experienced professionals and the activities that they perform for the following services and platforms:

- TDM and SIP Interconnect, Long Distance, Toll Free, Business Lines, Rogers Home Phone, Ignite Home Phone, Nuisance Call Filtering, Wireline CS2K, DMS, C20, 5ESS switches, G9, G6, MG15K Media Gateways, Access and peering SBCs, ENUM.

Your success in this position is to facilitate your team's success and represent your team's progress on any of their accountabilities to senior management and peers with sufficient detail. Additionally, you must ensure the team performance is maintained and elevated and that the individuals on the team are developed according to their needs.

Key Accountabilities: As the Manager Operations, Wireline Voice Services you take full ownership of your team's accountabilities. This includes the following:

- In-service performance of the Wireline Voice portfolio including Wireline Voice Platforms and their interfaces
- Implementation of all changes on Wireline Voice platforms
- On-going optimization of support costs
- Automation and service, platform evolution
- Self-development and development of your staff

These accountabilities will be accomplished through the execution of numerous tasks such as:

- Performing Problem/Incident Management
- Performing Preventative Maintenance routines
- Executing Acceptance Test Plans
- Management of vendor SLAs and performance
- Platform security
- Integrating new platforms into the network
- Testing and Integrating new Interconnect partners
- Implementing all changes into the network
- Controlling changes
- Automation
- Development plans/facilitating training

Qualifications: The successful candidate for this position will have the following attributes:

- Deep understanding of all relevant voice platforms, solutions and applicable protocols and concept (SIP, ISUP, RTP, MGCP, H248, NCS, SS7, Diameter, ENUM, PRI, REST, Various voice Codecs)
- Good understanding of the Canadian regulatory framework in respect with voice, as well with the international voice interconnects
- Good understanding of the billing, provisioning, fault and performance management associated with the voice solutions, platforms and interconnects
- Good understanding of ANSI, ETSI (wireline) and 3GPP, GSMA (wireless) standards
- Familiar with wireline call routing and associated translations design for Long Distance, Toll Free, Interconnect, Business Lines
- Operational experience in a major Telecom environment with accent on the wireline
- Familiar with Virtualization, Cloud Infrastructure and automation concepts
- Highly-self-motivated individual with a high sense of self-accountability
- Good

(clear and precise) communications skills, both oral and written) able to frame communications to both technical and non-technical audiences.Works well with others and promotes collaboration and motivation.Strong understanding of change management and strong sense of customer experience, customer impactExcellent organizational, prioritization, and time management skills.Relevant experience managing and leading a team of experienced professionalsEducation experience should include undergraduate or graduate university degree in electrical/computer engineering, computer sciences or related fields.</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>Please click here to review conditions that may qualify for medical exemption to the COVID-19 vaccine.</p><p>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: 250854

Together, we'll make more possible, and these six shared values guide and define our work:</p>Our people are at the heart of our successOur customers come first. They inspire everything we doWe do whatÙs 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>
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.

Posting Notes:
Digital & Technology</p></div>

For more information, visit Rogers for Mgr Operations Wireline Voice Svcs