



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

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Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/05/07

Sr Delivery Specialist

Job ID	256715-en_US-5014	
Web Address	https://careers.indigenous.link/viewjob?jobname=256715-en_US-5014	
Company	Rogers	
Location	Calgary, AB	
Date Posted	From: 2022-01-24	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. This role has been posted in locations where we have a Rogers corporate site. We encourage qualified candidates from across the country to apply who can reasonably commute to one of these locations. 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. The Senior Delivery Specialist (SDS) is responsible for proactive management of customer orders and communication of defined milestones to both internal and external customers ensuring that customer delivery requirements are executed within defined milestones. The SDS is accountable for leading the deployment of technically complex projects. Accountabilities include deployment of critical networks that require clear technical understanding of Ethernet technology and topology, wavelength & deployment of dependent network equipment, IP technology, SIP, Unified Communications, Managed Wi-Fi, IoT, and complex wireless onboarding. What you will be doing: Validate order requests for technical quality vetting order requirements against standard product offers. If nonstandard, accountable for ensuring the appropriate approvals have been granted and required resources necessary for deployment are engaged. Responsible for gathering order information to perform order entry into the Rogers systems and project managing the life cycle of an order. Relay technical design detail to implementation provisioning resources. Facilitate internal and external Kick off and status meetings and oversee project critical paths. Define schedule and delivery plans to communicate with customers and assess risk factors. Ensure compliance with escalation and expedite management processes to ensure effective management, tracking, escalation, and timely resolution for escalated and expedite requests. Demonstration of ownership and accountability in all job functions including (but not limited to) management of all communication and delivery tasks during the service provisioning lifecycle, coordination of Test and Turn up and final hand off services. Responsible for order fulfillment and administration for Business customer orders, ensuring that orders to cash procedures are executed with a goal of shortening the interval cycle to achieve billing. Manage Mac-D requests for installed R4B services. Provide added value through tracking of all activity and acting as the liaison between Rogers and our Business Customers. Build customer relationships by providing prompt and exceptional service through communication and delivery. Set expectations and hold people accountable; promote teamwork through open and honest conversations. Take accountability and appropriate action to efficiently resolve issues. Establish and maintain cross-functional relationships within Rogers departments.

What you will bring: Understand the fundamentals and be able to implement integrated project/program strategies, CAPM, PMP certification an asset. Knowledge of Ethernet technology and

