



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

<p>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.</p><p>Because we believe connections unite us, possibilities fuel us, and moments define us.</p><p>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</p><p>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.</p><p>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.</p><p>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.</p><p>What you will be doing:</p>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 engagedResponsible for gathering order information to perform order entry into the Rogers systems and project managing the life cycle of an orderRelay technical design detail to implementation provisioning resourcesFacilitate internal and external Kick off and status meetings and oversee project critical pathsDefine schedule and delivery plans to communicate with customers and assess risk factorsEnsure 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 topology, IP technology, SIP, MPLS, Wi-Fi, Unified communications, Wireless technology and infrastructure
- Solid understanding of telecommunications services and equipment
- Three - five years' experience in a telecommunications operation related field or environment
- Knowledge of Rogers Business services, products and procedures
- Post-Secondary education in a related technology or telecommunications field
- ITIL Certification is an asset
- Proficient in Microsoft Word and Excel
- Proven and demonstrated leadership skills
- Demonstrated excellent communication with technical and management staff, both verbal and written
- A strong sense of teamwork and willingness to work in an ever-changing environment

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: Variable

Length of Contract: Not Applicable (Regular Position)

Work Location: 4700 Kingsway, Unit 1240 (5766), Burnaby, BC

Travel Requirements: None

Posting Category/Function: Project Management & Coordination

Requisition ID: 256715

Together, we'll 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_Recruitment_FAQ.pdf Rogers FAQ. Posting Notes: Corporate;

For more information, visit [Rogers for Sr Delivery Specialist](#)