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:
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Keewatin, ON P0X 1C0

Description
Responsibilities
Practice Management
Â· Define, evolve and maintain BPO & CI practice standards and tools
Â· Collaborate with team members to understand day-to-day challenges and collectively improve work methods and tools
Â· Manage programs and projects BPO & CI health status and provide support when escalation is required
Â· Ensure proper reporting mechanism is put in place to provide clear visibility on progress
Â· Ensure quality controls with benchmarks are enforced and respected
Â· Partner with peer manager(s) inside the BPO & Automation organization to deliver targeted outcomes
Â· Establish practice governance and efficient communication with all groups involved with the BPO & CI practice
Â· Advocate and communicate the principles of business process automation and optimization and their positive impact CN overall strategy
Â· Collaborate with industry leaders partners to grow practice and implement industry best practice
Â· Contribute to the BPO and CI community of practice that spans across the I&T organization by promoting the sharing of best practices amongst practitioners
Strategy Development
Â· Collaborate with Senior Manager in defining vision and development strategy
Â· Stay current, research, benchmark, analyze, report on, and make recommendations for the improvement and growth of the BPO & CI practice
Â· Work toward the implementation and adoption of a business process optimization and continuous improvement culture across CN functions
Â· Develop practice KPIs and improvement measured
Leading Others
Â· Collaborate with Human Resources (HR) to bring new talent to the organization by determining which skills and roles will be required by the program
Â· Provide a positive and welcoming onboarding experience to all new employees
Â· Recognize employee contribution and career milestones
Â· Manage employee performance
Â· Create and enable positive and engaging work environment
Â· Collaborate, coach and build connections with employees
Â· Participate in succession planning by contributing to yearly talent review cycle
Â· Support employee development and help employees reach career goals
Â· Ensure knowledge is preserved through training and sharing of knowledge

Experience
Experience
Â· Minimum 10-15 years of overall work experience in Information Technology (including minimum 5-8 years of BA/BPO experience)
Â· Minimum 5 years experience demonstrating leadership qualities and/or overseeing deliverables
Â· Significant and proven experience in applying a structured approach to problem resolution
Â· Significant and proven experience with process engineering and optimization
Â· Experience working in an Agile, Scrum, and Waterfall development processes
Â· Experience in software engineering lifecycle process
Â· Experience in contract management (managed services)

Education Requirements
Education/Certification/Designation
Â· Bachelorâ€™s degree in Computer sciences, Software Engineering, Information Technologies or equivalent degree or work experience
Â· Process improvement certification (i.e.: Lean Six Sigma)*
Â· Training or certification in business, finance or administration*
Â· *Any designation for those above would be considered as an asset

Essential Skills
Competencies
Â· Collaborate as ONE team: collaborate with key internal stake holders to enable higher productivity
Â· Shares timely information within and across functions to get things done effectively
Â· System thinking: look for holistic solutions and consider many options

· Able to synthesize complex information

· Possess organizational, time-management and prioritizing competencies

· Demonstrates good judgment in decision making and makes difficult and timely decisions

· Manages risks and problems appropriately

· Deals with pressure and change and adapts to changes

· Negotiates towards a win-win outcome while taking all points of view into consideration

· Use Business acumen to drive results

· Track metric to achieve ambitious targets

· Strong verbal and written communication skills, able to speak fluently to all cross-functional business partners

· Leverages feedback and coaching to improve performance

· Prioritizes individual development and continuous learning

Additional Skills

Technical Skills/Knowledge

· Ability to identify and leverage internal and external resources for expertise

· Excellent knowledge of I&T budget management

· Understanding of Automation technologies (such as RPA and OCR) and how to leverage it to deliver business value

· Up-to-date with the latest business process management approaches, tools and technologies (such as task mining and business process management tools)

· Ability to stay abreast of technological changes.