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.

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Manager Delivery

Job ID	**9D-55-A7-AD-7C-1E**
Web Address	https://careers.indigenous.link/viewjob?jobname=9D-55-A7-AD-7C-1E
Company	CN
Location	Montreal, Quebec
Date Posted	From: 2021-09-10 To: 2021-11-09
Job	Type: Full-time Category: Office
Languages	Fluently Bilingual Both Written And Verbal (English, French)

Description

Job Summary

The Manager, Delivery is responsible for implementing technology in accordance with enterprise architecture roadmaps. Services provided include producing roadmaps, structuring and organizing design, development, engineering and integration services, for delivery of operationally viable solutions (application, infrastructure, network or operational technology). This role involves mobilizing all necessary human and financial resources, while ensuring the development of technology solutions that satisfy performance, security, availability and reliability criteria, and operational requirements.

Main Responsibilities

Project Delivery â€" 60 %

Â· Manage delivery of projects to ensure service level agreements (SLAs) and key performance indicators (KPIs) are met or exceeded

Â· Maintain tight control over schedule, risks, scope and budget

Â· Ensure delivery teams have a clear understanding of the project requirements

Â· Manage various delivery groups on a daily basis

Â· Ensure quality standards are met

Â· Identify the business needs and deliver by optimizing residual support costs

Â· Manage delivery by external partners, in relation to project objectives and CN objectives

Â· Ensure that systems and solutions are supportable, sustainable and properly documented on all technical components

Â· Manage assignment of delivery resources

Â· Coordinate with various stakeholders to settle any delivery issues affecting deadlines, budgets and quality standards

Leading Others â€" 20%

Â· Collaborate with Human Resources (HR) to bring new talent to the organization by determining which skills and roles will be required by Project Portfolio

Â· Provide a positive and welcoming onboarding experience to all new employees

Â· Recognize employee contribution and career milestones

Â· Focus on communications and foster collaboration by encouraging teams to work together to accomplish common goals

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

Practice Evolution â€" 20 %

Â· Build and maintain client relationships

Â· Review and monitor performance metrics and proactively identify initiatives to maximize customer satisfaction and delivery speed

Â· Manage Capex vs OpEx ratio for the portfolio

Â· Reduce costs, improve quality and continuously accelerate integration development

Â· Ensure team consistency in usage of tools related to time management and documentation

Â· Ensure proper planning and management of version deliveries

Experience

Relevant IT Experience

Â· Minimum 3 years of relevant experience in IT management

Â· Minimum 5 years of technical experience in an infrastructure, telecommunications, or technology field

Â· Experience managing a team of at least 10 people

Â· Experience in driving transformation and process implementation

Â· Significant experience in complex problem resolution

Education Requirements

· Bachelor's Degree in Business, Computer Science, Computer Engineering,

· Electrical Engineering or equivalent

· Agile Coach Certification*

· Agile Scrum Master Certification*

· Kanban Practitioner*

· Project Management Professional (PMP/PMI) Certification*

· *Any designation for these above would be considered as an asset

Essential Skills

Competencies

· Shares timely information within and across functions to get things done

effectively

· Innovates by solving delivery problems

· Demonstrates analytical thinking and a broad vision when making decisions

· Possess organizational, time-management and prioritizing competencies

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

· Is inspirational and innovative

· Prioritizes individual development and continuous learning

· Deals with pressure and change and adapts to changes

· Builds and develops relationships

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

consideration

· Leverages feedback and coaching to improve performance

· Manages risks and problems appropriately

Additional Skills

· Good presentation skills

· Good knowledge of the processes, methodologies, tools and techniques used for integration and delivery

· Knowledge of Information Technology Infrastructure Library (ITIL)*

· *Any knowledge for any of the above would be considered as an asset

Employees Supervised/Organizational Structure

The Manager, Delivery reports to the Director. The role requires direct supervision of a team of Solution Integrators and internal or external Project Managers.

How to Apply

Click "Apply Now"