



Senior Manager, Operations

Reporting to the VP of Inside Plant & Technology, The **Sr. Manager, Operations** will have the responsibility for leading the technical service lifecycle management of CityWest. This position leverages Information Technology Infrastructure Library (ITIL) practices and guides the teams in Incident Management, Change Management, Implementation, Design, Information Security practices, Operational maintenance routines, Vendor management, Business request fulfillment, and System upgrades and evolution.

The Sr Manager, Operation will lead a team of technical professionals, providing direction, coaching, and performance management to ensure the professional success of team members and the achievement of individual performance objectives, supporting the strategic direction and objectives of the business unit.

The Sr Manager, Operation establishes key external relationships to ensure high quality network services and interacts regularly with internal partners on a wide range of IT infrastructure initiatives, including Outside Plant operations, special customer projects, and new products.

Accountabilities

- Lead a team of technical professionals who are responsible for delivery of our company's services.
- Provide quality management for the day to day needs of the teams and company.
- Increase the overall competency of the teams.
- Utilize performance management to clearly set individual deliverables, expectations and to review success throughout the year.
- Coordinate, develop, and optimize capital and operational budgeting and forecasting for infrastructure, licensing, vendors, partners, and workforce.
- Oversee planning, implementation, management, and direction of all corporate technology initiatives in support of solutions to meet key business objectives.
- Contribute to the technology design solutions based on technology menu items.
- Review, recommend, and oversee all partners, vendors, and manage service agreements for computing, telecommunications, IT services, and equipment.
- Oversee the process of issued request for change including methods of procedures and roll back plans for Network changes.
- Work with other Carriers to implement network integration projects for customer solutions.
- Manage capacity and availability of assets to ensure planners have the information to develop technology business plans.
- Assist in resolution of escalated incidents and problem resolution.
- Capacity tracking of assets including predicting replacement and enhancement of assets based on age, ROI, and capacity.
- Participate in planning phase of projects to determine technology solutions.
- Ensure documentation for as-is network builds.

- Develop and administer annual operating and capital budgets in accordance with company policy and strategic directives, respectively.
- Provide leadership and guidance to direct reports to effect the mandate of the service delivery function including direction, coaching, mentoring, discipline, attendance management, performance management (including completing performance evaluations), and the development and implementation of appropriate professional development opportunities for team members.
- Analyze data to assess impacts and costs of incidents, service requests, maintenance, etc. and report issues and resolutions to the VP, Inside Plant & Technology as required. Monitor, track, and report service performance metrics including the reporting of issues based on monitoring internal data and customer input utilizing the Company's internal scorecard reporting to measure service and team performance.
- Develop technology business plans.

Skills and Competencies

- A Bachelor's Degree and five years of technology leadership experience, preferably within the Telecommunications and/or Information Technology industries, demonstrating a focus on coaching, individual professional development and maintaining a positive team environment.
- Excellent leadership skills with experience in successfully leading and motivating a team of technical specialists.
- Knowledge managing projects related to the strategic technology evolution of the organization with exceptional time management, organizational, analytical and documentation skills.
- Self-motivated leader with ability to build and maintain collaborative relationships utilizing proven analytical skills, excellent communication, and interpersonal skills.
- Expertise in effective vendor management, including vendor relations and negotiating skills to holding vendors accountable for contracted deliverables; analyze cost vs benefit and return on investment.
- Experience balancing conflicting priorities between resourcing projects to meet deliverables and supporting daily business operations.
- Exceptional internal and external Customer Service focus and ability to prioritize and support the team with various customer requests.
- Tenacity and drive to initiate and facilitate cross-team planning, problem solving and operational improvements.
- Familiarity with Disaster Recovery and Business Continuity concepts, online backups, capacity management, remote access technologies as well as with major database platforms.
- Ability to continuously assess, improve, and provide feedback for existing tech related process, systems, tools and procedures.
- Displays a sense of urgency to resolve issues quickly and efficiently.
- Knowledge of network systems, applications, procedures, and techniques.
- Knowledge deploying and managing IPTV and FTTx solutions to homes and businesses is preferred.