



JOB POSTING

Date: November 2nd 2009

Expires Date: January 31st 2010

Position: Manager, Network and IT Services

Profile: E

Department: Technology Operations

Coach: Director – Operations and Support

Direct Working Relationship(s): Executive management, Operations, Supplier/Partner representatives

Work location: Winnipeg

Overall purpose of position:

To define, plan and manage all aspects of the Carrier-Class IP/messaging commercial network infrastructure for KORE client services. To develop and manage all internal IT services including VoIP, Exchange and telecommunications infrastructures

Main responsibilities:

- Lead technology delivery processes, especially in the areas of Messaging (SMS) and IP-over-GPRS service delivery
- Contribute to extending KORE capabilities and knowledge in network fault management and Total Ownership cost management for clients
- Plan and implement, with Operational resources, necessary upgrades and enhancements to internal service platforms in messaging, IP, RADIUS and carrier interconnect services
- Manage specification of customer interconnect services, including IP interconnect, IP-VPN needs, SMS messaging interconnect and routing requirements
- First-line interface with suppliers and strategic partners including carrier service partners, on all advanced technology matters
- Take a contributory position in the drafting and production of technical Proposals, in conjunction with Business Development management
- Be comfortable participating in presentations of KORE Wireless services to prospective customers at Trade events , customer meetings and speaking opportunities

Qualifications required:

- Minimum of eight years networking or telecommunications experience, and at least five years proven experience in wireless data areas including messaging (SMS) platform and IP service platforms
- Background would include time spent with major equipment vendor and/or wireless service provider
- Detailed and verifiable knowledge of GPRS/GSM and SMS messaging wireless technologies, service delivery and architectures

- Post secondary technical degree or diploma is desirable in communications services. However, work experience and in-role training will be considered strongly in any hiring decision
- Must have an excellent command of English, oral and written

- **Qualities - Personal:**

Planning and organizational skills:

Self-motivated, with ability to organize and schedule events, activities and resources; sets up and monitors time scales and plans.

Communications:

Good oral and written communicator, able to clearly manage often complex technical matters influences, in a way that results in necessary acceptance or agreement

Clear ability to structure presentation tools, and effectively present to small/mid-size technology audiences

Teamwork:

Able to act as a bridge between KORE technical resources and 'the outside world'

Personality:

It is expected that the role has a some degree of customer interface, at senior levels within the customer organization. The individual will also be expected to spend limited time travelling from base

- **Qualities - Professional:**

Specialized knowledge:

Understands the technical or professional aspects of their work and continually updates technical knowledge, in particular in wireless messaging and IP service areas

Problem solving and analytical skills:

Analyzes issues and breaks them down into their components; makes systematic and rational judgements based on relevant information.

- **Qualities - Entrepreneurial:**

Commercial awareness:

Understands and applies commercial and financial principles; while not responsible for commercial terms, is able to provide feedback and processes that are commercially necessary

Creativity and innovation:

Creates new and imaginative approaches to work-related issues. Identifies fresh approaches and shows a willingness to question the 'obvious' assumption.

Action orientation:

Demonstrates a readiness to recommend decisions, take the initiative and originate action.

- **Working Relationships:**

Internal:

Operational management and technical support staff
Business Development staff

External:

Customer technical staff

end