



## **TECHNICAL AND OPERATIONS MANAGER**

The Gosfield North Communications Co-operative Ltd. invites applications from qualified, team-oriented individuals for the position of Technical and Operations Manager. This is a full-time position.

### **DUTIES**

Reporting to the GNCC Board of Directors the Technical and Operations Manager will be responsible to:

Oversee and manage plant operations, technical operations and business office operations.

Monitor revenues, expenditures and investments to ensure a sound fiscal operation of the Co-operative.

Develop, direct and manage projects from beginning to end including all plans and documentation.

### **ESSENTIAL QUALIFICATIONS**

University degree or college diploma with a Business Administration program or a degree/diploma with a focus on Computer Science and/or Information Technology is required.

A primary requirement for this position is an extensive knowledge and experience on technical matters. This will include a working knowledge of the Metaswitch, DCO, and equipment such as Occam, Cisco and Juniper. An understanding and practice of "Fibre to the Home" concept is a key asset.

Minimum five years experience in a managerial position in the telecommunication or utility industry using their technical expertise.

### **JOB DESCRIPTION**

For detailed job description including specific duties and qualifications see the following pages.

## **JOB DESCRIPTION**

**POSITION TITLE:    **Technical & Operations Manager****

### **JOB SUMMARY:**

One of the primary requirements for the individual filling this Manager position will be their extensive knowledge and experience on technical matters. This will include but not be limited to a working knowledge of the Metaswitch, DCO, and equipment by such manufacturers as Occam, Adtran, Motorola, Cisco, and Juniper to name only a few. The Manager, using their technical expertise, will be able to engineer and design hardware and software so as to meet customer needs. The Manager with their technical knowledge will be able to forecast and propose new equipment and services that will meet existing and future company offerings.

In addition, the Manager shall be responsible for developing, applying and implementing policies and procedures to accomplish the objectives of the company as finalized by the Board of Directors. The Manager shall be responsible for the hiring, training, evaluating and directing of all employees. The Manager shall also be responsible for ensuring effective work flow and operational consistency; overseeing and managing plant operations; technical operations, and day-to-day business office operations. The Manager shall perform cost-control measures, and monitor revenues and expenditures so as to ensure sound fiscal operation of the company.

The Manager shall be responsible for ensuring the effective communication of new product offerings to customers; act as the primary sales representative for new or large telco accounts; act as sales leader in approaching new markets/accounts; analyze and develop new marketing initiatives; assist in the development of an effective e-commerce website, and represent the company at meetings and tradeshow.

The Manager in concert with the Board of Directors will engage in long term planning and analysis related to operational and fiscal needs, as well as the development of short and long range strategic plans for the company.

The Manager will provide ongoing direction and supervision of staff including but not limited to the following; assign duties and hours of work; observe performance to ensure adherence to company policies and established operating procedures; schedule all staff vacations, sick days and appointments; monitor the collection of delinquent accounts; assist where necessary with calls from customers; represent the company in the community at various meetings and functions, community meetings, community events, and trade shows.

In addition, the Manager shall be responsible for all other duties as assigned by the Board of Directors.

The Manager is expected to complete the responsibilities of this position between the hours of 8:00 a.m. and 5:00 p.m.; however, variations to these hours may occur due to the necessity of completing the Manager's responsibilities.

REQUIREMENTS:

1. Skill:
  - a. **Education:** Graduate of a Business Administration program at a Community College or University degree from a recognized University with a major focus on technical and engineering courses.
  - b. **Training/Licenses:** Some training in the area of dealing with people in a service industry, as well as a Class G Drivers License.
  - c. **Experience:** Minimum five years in a managerial position in the telecommunication or utility industry using their technical expertise.
  - d. **Computer Knowledge:** Detailed knowledge of the technical equipment and their proper implementation and operation. General knowledge of Windows-based programs – Excel, Word, Internet Explorer, Outlook, AS400, Prism or other billing software programs. Above average keyboarding skills.
  - e. **Mathematical Skills:** Ability to analyze data to develop forecasts, and use the data to support recommendations and provide strategic direction.
  - f. **Mechanical Skills:** Some minor lifting and moving of material will be required. The position also requires an ability to apply basic mechanical skills in the moving and setting up of materials at tradeshow.
  - g. **Language & Communication Skills:** Must be able to communicate in a clear and professional manner with both customers and staff. Ability to write routine reports and correspondence. Must be able to obtain sufficient information from the customer when required, and be able to clearly communicate both verbally and through written reports to the office and technical staff problems that need resolving. In addition, must be able to lead discussions and make presentations with customers and/or employees on a regular basis.
  - h. **Interpersonal Skills:** Able to speak comfortably and knowingly with staff, Directors and customers on the technical aspects of the company's operations. Ability to deal with irate customers and resolve issues. Requires judgment and tact in order to obtain co-operation and approval of action. Requires skill in personal relationships to avoid loss of business or harm to the prestige of the company. The ability to function as a team player is also required.

2. Effort:
  - a. Intellectual: Ability to develop solutions to complex problems using sound judgment and logical reasoning. Job requires a high level of concentration and attentiveness. Position requires ability to learn and utilize effectively a variety of computer software. Must have the ability to make use of all computer systems, and the ability to understand and communicate clearly and effectively new products and service offerings.
  - b. Physical: Occasionally required to perform manual tasks that require a low level of physical exertion and fitness.
3. Responsibility:
  - a. Technical and Physical Resources: Manager is responsible for the technical and physical resources which are of significant value to the company. Responsible for conceiving, planning and executing changes to the company's network. An error in judgment could have a major impact on the company's operations.
  - b. Financial Resources: Responsible for ensuring accurate accounting records for the organization in respect to all payments through cheques, cash, Visa, pap, and all receipts of revenues. Must ensure integrity of financial information in the company's computer accounting system.
  - c. Human Resources: Responsible for the supervision, direction and guidance of all company staff. This will also involve the explanation and assisting to staff in the understanding of company benefit plans.
  - d. Leadership: Manager is required to lead the design, engineering and implementation of the company's technical operations. Manager is required to motivate, plan, co-ordinate review and evaluate the performance of staff across a number of operations of the company. Required to have the ability to effectively move people towards a predetermined goal. This will be achieved through guiding and working with others in an empathetic manner. Manager must have high levels of organizational skills, self-confidence, charisma, conviction and drive, and be a consistently positive ambassador of the company.
  - e. Initiative: Plans and carries out the directions of the Board of Directors. Manager is expected to initiate action on their own in resolving all issues affecting customer service and the effective operation of the business. Manager takes action under the direction of the Board of Directors.
  - f. Confidentiality: Manager is constantly exposed to confidential details which if leaked could have a significant impact on the company and its customers. Manager makes decisions and recommendations to the Board of Directors based on confidential and privileged information. Manager must be bondable.

- g. Decision-making: Works on analysis of broad problems involving all operations of the company. Makes decisions at times where established policies are inadequate or do not yet exist.
4. Working Conditions:
- a. Environment (Physical): Manager's work is performed mostly in an office environment. Position requires standing, sitting, keyboarding, customer interactions, standing and light lifting for extended periods of time. Exposure to minor disagreeable conditions may be experienced.
  - b. Psychological: Priorities are often changed by more pressing issues and there can sometimes be several tasks that have similar deadlines. Stressful situations will arise in the frequent handling of difficult customer and operational situations.

**Qualified persons** are invited to apply in writing to the undersigned or email (marionjph@gosfieldtel.com) giving full particulars as to education, qualifications, experience, and salary expectations. Also, include two professional references. Resumes will be accepted until **3:00 p.m. on Friday, March 26th, 2010**. Successful candidates will be notified by April 17<sup>th</sup>, 2010.

**Board of Directors**

**Gosfield North Communications Co-Operative Limited**

**Box 141 Cottam, Ontario N0R 1B0**