

Position Title: Technical Manager

Reports to: Executive Director

Summary

The Technical Manager is the primary technical resource for the SWIFT project. He/she will be responsible for ensuring SWIFT's technology strategy is in alignment with, and supportive of, its business strategy and guiding principles. This role will also require the individual to be responsible for developing a technology vision that will influence the business strategy. The Technical Manager will take an active role in planning and executing the SWIFT project while working closely with the various cross-functional teams to ensure that appropriate product and technical specifications, as well as direction is provided in order to effectively deliver upon their requirements.

Responsibilities and Deliverables

- Actively participate in the development of the RFPs to ISPs in addition to managing subsequent feedback cycles with proponents.
- Review and evaluate ISP proposals to ensure that they adhere to the guidelines set out in the RFPs.
- Review existing ISP network architectures and designs in order to determine if reported network performance is achievable.
- Develop objectives and KPIs for individual project and program results, monitor those objectives against actuals, and use results to develop future forecasts.
- Ensure that a fair and open procurement process is followed to select the ISPs whom will build, own, and operate SWIFT's network.
- Liaise with government funders, members and ISPs, as well as respond to deliverables requested by the Executive Director.
- Management of final acceptance and sign-off of ISP networks.
- Update technical plan and provide gap analysis based upon results of RFPs.
- Update Business Case based on results of RFPs.
- Interface with the ISP community to effectively communicate and implement policy-based designs for the SWIFT network.
- Support the Executive Director in briefings, customer engagements, and internal committees.
- Technical aspects of environmental assessment requirements per OMAFRA.
- Provide input to Contribution Agreements with provincial and federal governments.

- End-state reporting, reconciliation of RFP network design and future state with provider actual state.

Other

- Maintain knowledge and skill at a high level with training and development through courses, workshops and selected reading.
- Other duties as assigned.

Working Conditions

Normal working hours are a 37.5-hour week with overtime required from time-to-time to deal with member and provider relations, emergencies, and deadlines. Required to maintain a professional public image of SWIFT to all members, providers, governments, other outside organizations, and the public.

Required to maintain complete confidentiality and discretion due to the sensitive nature of financial, administrative, personnel, and policy matters per Non-Disclosure Agreement.

Travelling throughout Ontario as required for performing the work.

This position is home-based, and applicant must have access to high-speed broadband services.

Contacts

Internal Working Relationships

Internal contacts include the Executive Director, Board Members, Advisory Committee Members and other staff and consultants.

External Working Relationships

External contacts include municipal governments, municipal agencies, potential members, federal and provincial departments and ministries, internet service providers, telecom equipment vendors, various other stakeholders, the general public and the media.

Knowledge and Skills

- Licensed Professional Engineer (P.Eng) designation
- Degree in Electrical Engineering or other related engineering discipline
- Minimum 10-years technical experience in the telecommunications industry with a proven track record of successfully designing and implementing large-scale networks

- Proven success designing network solutions for enterprise and service provider environments
- Experience interacting with Tier-1 telecommunications service providers
- Considerable exposure to service provider hardware platforms, architectures, and design methodologies (including Outside Plant)
- In-depth knowledge of fibre-based telecommunications networks
- Solid understanding of wireless-based telecommunications networks
- General knowledge of various broadband network standards
- Proficiency and proven ability in architecting service provider solutions for residential broadband and enterprise service delivery
- Demonstrated experience producing network designs and functional requirements
- Must have a passion for technology and providing effective solutions for customers
- Excellent written and oral skills.
- Must be a team player and an ability to work independently.
- Excellent organizational skills, attention to detail and coordination skills; ability to work calmly under the stress of conflicting deadlines and assignments.
- Ability to work independently with minimal supervision.
- Advanced level knowledge of Microsoft products.
- Valid Driver's license.