POSITION VACANCY

May 24, 2012

POSITION   **LEAD DATA NETWORK**
BUSINESS UNIT   **GLOBE ISIT SERVICES NORTH AMERICA**
LOCATION   **NORTH YORK OR ST. LOUIS**
REPORTS TO   **MANAGER NETWORK**

The primary purpose of this role will be to lead the Data Network team for all activities within Globe IS/IT, including direction, planning, evaluation, and implementation and support of all Data Network related services.

Major Responsibilities

Project implementation and support

- Serve as Project Manager on selected key projects
- Contribute as Network SME on selected business projects
- Lead the effort in designing and implementing cost-effective and efficient network solutions
- Evaluate LAN/WAN communications and routing products
- Develop implementation and test plans
- Adhere to Project Management best practices for managing timelines, status communications, scope, and budget.
- Assist the Data Network team in defining, revising, and applying PM methodologies to internal projects

Service Management

- Manage data network infrastructure delivery
- Interact with senior management (N-1) and provide project status updates
- Negotiate Vendor SLAs, including enforcement, based on business needs
- Define, communicate, and ensure Data Network team SLAs are met
- Interface with Vendors, internal customers, and internal business groups (LGO, GLOBE IS/IT, BTC) to set strategies and standards, and to ensure adherence to those respective standards

Technical

- Manage the team to implement network architecture, including LAN-to-WAN, LAN-to-LAN, and WAN-to-WAN communications
- Catalogue and develop knowledge-base content for department-specific, network-dependent applications; seek out insight and on-the-job training and other internal and external resources, and document key learnings.
- Monitor, control, and recommend improvements to infrastructure performance in the areas of response, throughput, and availability; identified trends, root cause analysis, and prevention
- Identify, recommend, and manage network infrastructure support tools, ie., Orion, CiscoWorks, WLSE, packet capture etc.
- Adhere to established networking policies, procedures, and best practices
- Manage incidents according to incident priority framework and provide status updates to business; escalation to management
- Support and contribute to Business Continuity Plans for market, region, and zone.

Leadership/Personnel Management

- Define and prioritize project and staff scheduling
- Performance evaluation of team members
- Mentor and support professional development
Participate in long-term strategic planning/vision

Finance

- Assist with budget planning, tracking, and reporting
- Identify and report cost savings opportunities
- Assist with Data Network invoice auditing.

Qualifications

- Bachelor's degree of Diploma in Computer Science, Computer Engineering, IS/IT or Networking
- Minimum of 3 years experience in Data Network Management in a leadership role with direct reports or previous relevant experience managing and developing others.
- Minimum of 2 years experience with vendor management and managing budgets
- Strong project management skills
- Leadership experience including coaching, proactive cooperation with management, and good team building skills
- Good understanding of business processes and requirements
- Strong interpersonal skills
- Strong industry knowledge of Networking technologies
- Strong written and verbal communication skills
- Strong analytical and problem solving skills
- Flexibility and ability to work in ambiguous and changing environment
- Strong negotiations skills
- Proficient in Excel, Word, PowerPoint, Outlook, Project, Visio
- Ability to perform basic financial analysis including payback period and budget analysis and tracking

This role will require travel and 7x24 on-call support responsibilities.

Suitably qualified candidates should first contact their Department Manager before submitting their résumé to the undersigned. The closing date for this posting is **June 8, 2012.**

Meagan Warrian – RGO Human Resources

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Take down date: June 8, 2012