



JOB POSTING

The Kativik Regional Government (KRG), a supra municipal body with jurisdiction over the territory located north of the 55th parallel, is now looking for a self-motivated and dynamic individual interested in joining the KRG to work in the capacity of:

NETWORK OPERATIONS COORDINATOR (PERMANENT, FULL-TIME)

The Network Operations Coordinator looks after the aspects of KRG's public Internet service. The Network Operations Coordinator is highly skilled at all aspects of network operations, architecture and design, with a deep technical background, great organizational skills and the ability to lead a small team of network technicians, the Network Operations Coordinator has responsibility for the following duties:

- Supervise the network's architecture, design, engineering and operations;
- Manage the network operations center, including:
 - Surveillance and monitoring, alerting;
 - 24x7 support for critical services;
 - Direct management of the Network Operations Team (currently 4 individuals), including scheduling, vacations, shift work;
- Manage network capacity planning, forecast network growth over the next 3+ years;
- Provide reporting of the network operations activities and status (uptime, mean time to repair, capacity planning, etc.) to corporate customers, the customer services section and Tamaani and KRG management;
- Provide guidance and technical training to customer service representatives, network operations staff and local agents (Between 14 and 20 local agents);
- Manage the documentation pertinent to network operations:
 - Network diagrams (physical, logical, network and application layers);
 - Equipment configurations;
 - Support contracts relevant to the Network Operations;
 - Lists of online, active and spare equipment;
 - Technical guides, network architecture directions and guidelines, etc..;
- Maintenance and implementation of the network operations processes (change management, trouble ticketing, escalations, etc.);
- Providing assistance with regards to the technical aspects of new services and product development;
- Providing network assistance & knowledge transfer to the IT section as needed;
- Any other related task as requested by the Assistant Director of Internet Services.

QUALIFICATIONS

- Have a minimum of five years of relevant experience related to network operations of an ISP and three to five years of relevant experience in management of personnel, projects programs, services and processes;
- Very good organization skills;
- In depth knowledge of TCP/IP networking and routing protocols (IP, TCP, OSPF, IGRP);
- In depth knowledge of Ethernet switching protocols (802.1p, 802.1q);

** An employee is entitled to receive at least the Northern benefits allocated to an employee without dependants. An employee with dependants is entitled to benefits for her/his spouse and eligible dependants.*

The KRG is an equal opportunity employer. In accordance with this and with the James Bay and Northern Québec Agreement, conditions may vary to promote the employment of Inuit candidates.

Only candidates selected for an interview will be contacted.



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Administration régionale KATIVIK Regional Government
P.O. Box 9 KUJJUAQ (QUÉBEC) CANADA J0M 1C0

- In depth knowledge of IP QoS (Diffserv, ToS, etc), traffic shaping and its application in an ISP class network;
- In depth knowledge of security best practices, processes and reporting;
- Working knowledge of governing telecommunications bodies and regulations (CRTC, ISED, CCTS, etc...);
- Working knowledge of H.323 and other video networking protocols;
- Working knowledge of ITIL processes;
- Knowledge of encryption technology (IPSEC, SSL) an asset;
- Written and oral working knowledge of at least two (2) of the following languages: Inuktitut, English and French;
- Very good communication skills;
- Must be available to travel in the Nunavik region (according to KRG policy)

Place of employment: Kuujuaq.
Salary: Based on the applicable management salary scale.
Benefits: Cost-of-living differential: minimum \$8 500 annually;
Food allowance: minimum \$3 453 annually;
Annual leave trips: maximum of 3 per person annually;
Group benefits including Simplified Pension Plan;
Vacation: 30 days annually;
Statutory holidays: 19 days including 10 during the Christmas period.

Please send your cover letter and résumé **before 5p.m. on May 26th, 2021** to:

Human Resources Department
Kativik Regional Government
P.O. Box 9
Kuujuaq QC J0M 1C0
Fax: 819-964-2975
humanresources@krg.ca

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