



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 for employment at KRG's Tamaani Internet Service Provider (ISP) department, under the supervision of the KRG Assistant-Director for Tamaani.

FIELD OPERATIONS COORDINATOR (PERMANENT, FULL-TIME)

The Field Operations Coordinator looks after the physical network, facilities management and fieldwork aspects of KRG's public Internet service. The Field Operations Coordinator is highly skilled at all aspects of maintaining an Internet distribution network from the communities' central offices (CO's) to the customer premises, both commercial and residential. He is responsible for the proper care of the active equipment, inventories of spares and the personnel required to handle these.

Under the supervision of the KRG Assistant-Director for Tamaani, and the Administration Department, the Network Operations Coordinator has responsibility for the following duties:

- Supervision of the community's physical networks, including:
 - Optical fiber network;
 - Ethernet copper cabling;
 - Coax cabling for RF-type connections (Satellite stages and Cable-TV distribution);
 - Satellite dishes and related equipment;
- Management and operations of the network facilities, including:
 - Central Offices" (CO's) (sometimes in "tech-shacks");
 - Datacenter(s) and Co-Location facilities;
 - Earth Stations (Satellite setups);
- Management of the Field Operations Technicians (currently 5 technicians), who are highly skilled in deploying new sections, maintaining the existing and upgrading and/or repairing sections of networks where necessary;
- Management of the extra contractors that may be required on large deployments;
- Management of some physical aspects of the network operations center and/or related equipment;
- Work with the Network Operations Coordinator and his staff on:
 - Projects;
 - Day-to-day operations of the network;
 - Help provide the information to document the network in general and keep the records up-to-date;
 - Maintenance and implementation of the network operations processes (change management, trouble ticketing, escalations, upgrades, updates, etc.);
- Provide technical training to customer service representatives, network operations staff and local agents (Between 14 and 20 local agents);
- Provide reporting of the field operations activities and status to customer services and management (ongoing activities, outage details, repairs, estimated time to repair, etc);
- Ensure that recurring work, processes, guidelines are documented and available;
- Make orders for parts, spares, etc.;
- Make support contracts where applicable;
- Providing assistance with regards to the technical aspects of 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 three to 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;
- Strong knowledge of Central Office layouts, standards and work requirements;
- Strong knowledge of Tower technologies (Self-Standing, Guyed, etc.), their construction and maintenance requirements;
- Good understanding of HVAC systems to manage the staff required to maintain it;
- Strong knowledge of working outdoors in open environments in order to guide the staff;
- Satellite, Wireless and RF links knowledge (Point-to-Point and Point-to-Multipoint) are a must;
- Working knowledge of TCP/IP networking, Ethernet switching technologies, H.323 and other video networking protocols;
- Working knowledge of ITIL processes;
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** 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.

