

## The Weather Network is Looking for You... Now Hiring People with a Sunny Outlook

### *Benefits of working for Pelmorex /The Weather Network:*

- Named one of Canada's 50 Best Managed Companies for the 3<sup>rd</sup> consecutive year
- Recognized as one of Greater Toronto's Top Employers for 2010
- Keeping pace with the growth of technology, we offer unique integration of creativity, science and technology
- Leader in employment equity and diversity
- Dynamic, fast-paced environment, open-door philosophy
- State of the art facilities

### **Manager, Network Operations Centre**

*Reports to: Director & GM, Public Alerting  
Oakville, ON*

Pelmorex Communications Inc. is a Canadian company who owns and operates a national Alert Aggregation and Dissemination (NAAD) system. This system collects public alerting messages from Authorized Government Agencies and makes them available to Last Mile Distributors such as radio and television stations, as well as cable and satellite TV companies for display to the Canadian Public thereby helping forewarn the Canadian public of any imminent danger related to persons or property.

This position will be responsible for managing the Operations Centre and the frontline point-of-contact Service Desk Analysts supporting Pelmorex's NAAD system. This position will hire, train and manage a highly motivated and productive team of up to 12 Service Desk Analysts providing first level support in a 24 x 7 environment in Oakville and Montreal. This position is a hands-on position; the manager will step in for the Service Desk Analysts when needed as the demand to fix problems immediately is critical. The Manager will interface proactively with system users, focus on staff mentoring and development, and will liaise and provide reports to all levels of management.

### **Responsibilities**

- Responsible for the critical management and operations of the 24/7 Operations Centre in Oakville and Montreal and must be able to work flexible hours and fill in for Service Desk Analysts.
- Responsible for creating, documenting and implementing standard operating procedures and ensuring they are understood and carried out by the team.
- Accountable for creating technical support documentation including User and Training documentation for Authorized Government Agencies and Last Mile Distributors.
- Accountable for ensuring time-sensitive, efficient, and courteous support is provided by the team, and for building and maintaining strong relationships with key stakeholders (downstream and upstream).
- Responsible for creating, executing and managing all operational tests related to the NAAD system and operations centre, including the rollout of software updates and the

installation of new equipment with internal support departments and external users of the NAAD system.

- Manage, update, and provide follow up on all tickets submitted for the NAAD system.
- Responsible for performance evaluations, mentoring and resource scheduling of the teams in Oakville and Montreal.
- Responsible for managing and ensuring all reports related to the NAAD system are generated and delivered on schedule.
- Analyze system reports and data usage and develop and implement performance standards and Quality procedures.
- Minimal travel to Montreal is required.

*Responsibilities and duties may evolve and change over time.*

#### **Qualifications**

- Minimum of 4 years professional experience in an Operations Centre environment involving a geographically distributed network.
- Minimum of 3-5 years management experience.
- Bachelor's degree in a Technical, Broadcast, or Communications field, or equivalent experience, certifications, and training.
- Bilingual English/French is an asset.

#### **Competencies:**

- Excellent leadership and coaching skills and an ability to lead a team to perform to the highest standards.
- Exceptional management, organizational, and interpersonal skills.
- Strong time-management skills and ability to prioritize and multi-task under pressure.
- Excellent troubleshooting, critical thinking and diagnostic skills under stressful conditions.
- Excellent written and verbal communication skills, including documentation and reporting.
- Service oriented with excellent customer service skills and a desire to understand and respond to customer's issues promptly.
- Ability to be hands-on with technology and lead in problem analysis and resolution.
- Ability to identify and analyze network quality and operational processes and then drive corrective / preventative action plans.

Qualified applicants should submit their resume to: *Human Resources*, Fax: 905-829-1332 or email: [hr@pelmorex.com](mailto:hr@pelmorex.com). Please quote: "Manager, Network Operations Centre". Pelmorex is committed to equity in the workplace. We thank all applicants for their interest, but only those selected for an interview will be contacted.