



## **Network Operations Manager**

**Woodstock, ON**

**Full-time**

We are currently recruiting for a **Network Operations Manager** to join our growing team. The successful applicant will report to the CEO and provide leadership to the following teams:

- Network Operations (includes voice operations)
- Systems Operations
- Service Operations Support

The Network Operations Manager is responsible for ensuring the delivery of all voice, video, and Internet services and oversees all services and devices from the Core Network, Systems, and Software to any devices utilized at the customer premise.

### **Role Responsibilities**

- Manage technical operations to maintain integrity, quality, and consistency of services
- Develop (with CEO) a balanced set of metrics and targets to monitor the effectiveness of the Systems and Networks operational performance
- Collaborate with CEO and CFO in preparing an operating budget for the fiscal year
- Identify the following financial needs: Capital Equipment, Leased Services, Maintenance, Staff Training and Development, and Employee Expenses
- Maintain and/or create positive vendor relationships
- Propose and develop the strategic direction for the software and hardware that will be used to provide future services to our customers
- Manage the life cycle of software and hardware used to support the services we offer
- Provide technical support and direction regarding new and existing technologies, staff development, operational standards, policies, and procedures
- Prepare progress reports on a monthly basis for submission to senior management
- Ensure service level agreements (SLA) are consistently met
- Create and/or approve purchase orders
- Ensure quality control processes are in place and routinely verified
- Ensure customer satisfaction and responsiveness
- Work closely with other departments
- Manage the day-to-day operations to provide a high level of customer experience that align with the Vision, Mission and Values of the business
- Other Duties as Assigned
- Working Conditions: Able to work flexible hours from home with expectations to be in the office as determined by business needs.



## **What We Offer**

### **Extensive Benefit Program**

Full-time employees and part-time employees consistently working 25+ hours weekly are eligible for our benefits package! This includes benefits such as retirement savings, medical and dental coverage, tuition reimbursement, and a health and wellness program.

### **Competitive Compensation and Career Advancement Opportunities**

We encourage internal promotions and employee growth.

### **Training**

A structured training and onboarding experience. We are dedicated to provide the support you require to be successful in your new role.

## **How to Apply**

Submit your cover letter and resume in confidence to Mike Kelly, AK group at [mkelly@addisonkelly.com](mailto:mkelly@addisonkelly.com), specifying the position for which you are applying.

We appreciate all interest but will only be responding to candidates under consideration at this time.

## **About Execulink Telecom**

At Execulink Telecom, the largest locally owned independent telecom company in Southwestern Ontario, our only goal is to enhance your lifestyle at home, work and play. As we grow rapidly, we have an unwavering commitment to continue to build a positive team, with a friendly, family spirited approach. The selection of exceptional talent is important to us! When you join Execulink, you're joining a team that's focused on not only providing an AWESOME experience to our customers, but to our employees as well. We live and breathe our Mission, Vision and Values, and are searching for individuals who are excited to contribute and do the same!

***Execulink Telecom is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. If contacted for an employment opportunity, please advise Human Resources if you require accommodation.***