


## Operations Manager – Job Description

Operations Manager		Job Description	
	<b>Status:</b> Full-Time	<b>Supervisor:</b> Knet Director	
	<b>Department:</b> KNet		<b>Location:</b> Sioux Lookout
	<b>Revision Date:</b>		<b>Effective Date:</b> 2019
<b>Employee name (printed):</b>		<b>Employee signature:</b>	
<b>Supervisor name (printed):</b>		<b>Supervisor signature:</b>	

### SUMMARY

The Operations Manager reports to the K-Net Director and is responsible for day-to-day oversight and coordination of project development and delivery, scheduled maintenance and service support activities. The Operations Manager participates in corporate bidding processes, manages project change events and supply chains, engages vendors and partner communities and allocates Service Desk and office administrative resources. As a member of the Executive Team, the Operations Manager ensures work effort aligns with strategic aims and that the organization is prepared to respond to emergent challenges and opportunities.

### MAJOR DUTIES & RESPONSIBILITIES

#### 1. Day-to-day oversight

- Supervises Administrative, Sales and Service desk platforms
- Provides leadership and logistical support for new service or project developments

Supports positive employee relations by addressing work-related demands, grievances or other issues

#### 2. Oversight and Coordination of project development and service delivery

- Manages logistical requirements for major projects and partnerships
  - Provides project leadership designing, costing and implementing in-house initiatives and minor projects
  - Develops and/or oversees detailed project management plans and budgets
  - Liaises with internal and external stakeholders
  - Ensures that project deliverables meet or exceed expectations
- Oversees the creation and regular review of accurate, comprehensive and current project documentation
- Tracks service-level maintenance commitments and assigns staff resources
- Allocates Service Desk staff as required, reviews SLAs and monitors team capacity to meet service-level requirements
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3. Oversees and engages change processes
  - Ensures that KNET supply chain management aligns with business strategies and project objectives
  - Supports demand for new equipment and resources with rigorous approaches to bidding, procurement, testing, shipping and product returns
  - Maintains on-going and positive relations with partners and vendors
  - Drafts and implements contracts as required
  - Signs off on purchase orders and payments to vendors and stakeholders
  - Prepares timely service delivery quotes and invoices
  - Uses the SAGE financial management tool to prepare daily and monthly reports
  - Monitors inventories and anticipates servicing requirements for customer endpoints
  - Adheres to KNet financial policies and procedures
  
4. Aligns work effort with strategic aims and responds to emergent challenges and opportunities
  - Monitors team performance and talent availability.
  - Promotes the participation by staff in appropriate professional development, training and certification
  - Monitors Service Desk call loading and call-outs
  - Ensures human resource systems and activities are consistent with Keewaytinook Okimakanak Policy and Procedures
  - Supports and encourages a culture of service excellence and continuous quality improvement.
  - Contributes to short and long-term planning and strategy as required
  - Identifies and addresses workplace safety hazards or issues
  
5. Other duties as required under the direction of the KNet Director.

## **STANDARDS OF PERFORMANCE**

- A. Ensures that service commitments are made on time and within budgeted amounts
- B. Regularly monitors and reports on Service Desk performance
- C. Coordinates and participates in staff performance reviews
- D. Communicates with staff, vendors and partners in a clear, friendly and persuasive manner
- E. Monitors staff compliance of Service Desk Policies and procedures
- F. Demonstrates flexibility and capacity to adapt and learn in a dynamic work environment  
Demonstrates effective management of time and resources within the work place

## **QUALIFICATIONS**

- Demonstrated capacity to plan, execute and support IMIT projects in remote, rural and urban contexts
- Able to work as part of a team with an ability to manage multiple projects, address

service requests and resolve issues in a timely manner

- A business or IMIT college diploma or university degree and a minimum of 3 years managing an information and communications technology business Equivalent combination of experience and training to manage tasks and responsibilities may be considered.
- A self-starter with an entrepreneurial spirit, comfortable working in a rapidly changing environment
- Proven ability to manage projects, support new service development and monitor and control budgets Knowledge of the people, culture, history of Nishnawbe-Aski Nation and the development priorities of member First Nations.
  - ability to speak or understand Cree, Oji-Cree or Ojibway is a strong asset.
- Must be an effective communicator and collaborative decision-maker who is able to engage a wide range of audiences: casual, part-time and full-time employees, partners, vendors, contractors, third-party service personnel and community leadership, and local technical resources
- Experienced in using office productivity tools and accounting software
- Some ability to travel to regional First Nations may be required.