



297 Nelson Street W
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Director of IT

Join our Team

It's an exciting time to be a part of the RFNOW team as we build out fibre networks to deliver high speed internet connectivity and telecommunications services to customers in Manitoba and Saskatchewan. If you excel in a high-energy and high-performance culture where opportunities to learn, innovate and deliver happen every day, and where you have a voice in the strategies and tactics that drive the operations of the organization, then we want to talk to you!

Reporting to the VP, Network and Field Operations, the Director of IT is responsible for the implementation of our strategic plan, and day-to-day management of the organization's fibre network and infrastructure, and all technical activities for this growing infrastructure-based telecom. This is a hands-on role that includes; directing all new service development, network planning and engineering and implementation/build-out, operations management, network and service performance assurance, managing the ICT portfolio to provide reliable network and highly-responsive support services.

General Responsibilities:

- **Strategic Execution:**
 - Implement the overall telecom strategy in alignment with organizational goals and objectives.
 - Stay current with industry trends and emerging technologies to ensure the organization's telecom infrastructure is up-to-date and competitive.
 - Manage the technology services budget, including capital and operational expenditures, to ensure cost-effective solutions.
- **Infrastructure Management:**
 - Oversee the design, deployment, and maintenance of phones, servers, internet, network security, voice and data systems.
 - Ensure the reliability, security, and scalability of the network infrastructure.
 - Coordinate with vendors and service providers to manage contracts, service level agreements (SLAs), and performance metrics.
- **Team Leadership:**
 - Oversee a team of technology professionals, including technicians, and support staff.
 - Provide coaching, development, and performance management for team members.
 - Foster a collaborative and innovative team environment.
- **Project Management:**
 - Oversee telecom-related projects from initiation through to completion, ensuring projects are delivered on time, within scope, and on budget.
 - Manage project resources, timelines, and stakeholder communication.
- **Compliance and Security:**
 - Ensure all telecom systems and practices comply with relevant regulations and industry standards.
 - Implement and enforce security measures to protect the organization's telecom infrastructure from threats and vulnerabilities.
- **Operational Excellence:**



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- Monitor and analyze system performance and service metrics to identify areas for improvement.
- Develop and implement policies and procedures for effective telecom operations and support.
- **Stakeholder Engagement:**
 - Collaborate with other departments and senior leadership to understand their telecom needs and provide solutions.
 - Communicate effectively with stakeholders to provide updates, address concerns, and gather feedback.

Qualifications & Experience:

- Bachelor's degree in Information Technology, Telecommunications, Computer Science, or a related field will be an asset.
- Proven experience in a senior telecom management role, preferably as a Director or similar position.
- Extensive experience with telecom systems, including VoIP, data networks, and network security, outage management, POP sites and Video systems..
- Strong understanding of telecom regulations, compliance, and security standards.
- Excellent hands-on leadership and team management abilities.
- Strong project management skills with a proven track record of successful project delivery.
- Excellent analytical and problem-solving skills.
- Strong communication and interpersonal skills, with the ability to engage and influence stakeholders at all levels.
- Experience with budget management and financial planning.
- Relevant certifications such as CISCO, CTNS, CISSP, or PMP would be beneficial.

Work Conditions

- Ideally located in southern Manitoba or southeastern Saskatchewan, this is a hybrid role, with some in office or in-community time and travel, required.
- Ability to attend and conduct presentations.
- Manual dexterity required to use desktop computer and peripherals.
- Overtime as required.

RFNow Inc. offers competitive salary packages, an incredible work environment, and career advancement opportunities.

If interested, please forward your resume and cover letter detailing your interest and qualifications to careers@rfnow.com .

RFNOW Inc. is an equal opportunity employer. We welcome applications from people from all backgrounds and capabilities. Applicants are welcome request necessary accommodations throughout our employment process.

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