



NOC Services Manager

Cartel Communication Systems Inc., Langley BC

About Cartel

Founded in 1981, Cartel provides a wide range of products and services for government, industry, and enterprise-driven telecommunications applications across Canada, including advanced 4G wireless coverage enhancement, mission-critical voice logging, and dispatch solutions, TETRA and Digital Mobile Radio systems, as well as integrated site monitoring command and control systems. Our Langley, BC head office houses large warehousing, and engineering facility for systems design, and manufacturing and our branch offices span Canada to better serve our customer base.

Cartel is searching to find a quality professional that can excel in the newly created role of NOC Services Manager to lead and evolve our NOC Services group as we strive to become a "Centre of Excellence".

The NOC Services Manager will lead a highly responsive and experienced team of Technical Support Specialists as part of the company-wide initiative to develop a "Centre of Excellence" mindset and brand. The NOC Services Manager is responsible for providing management and visioning for the NOC Services group, developing best practices, establishing policy and procedures, and interfacing with the senior leadership team to provide total company-wide NOC oversight. Often the Manager of NOC Services will be called upon to assist individual Technical Support Specialists with issues and escalations. This individual will develop detailed reporting to the Executive to convey metrics depicting the health of the NOC Services group. They will interact on a regular basis with Cartel clients, the Sales department, Project Services group, Quality Management group, Supply Chain group, Senior Management, and technology vendors. The role will be focused on delivering quality post-sales technical support in alignment with our contractual obligations in our SLA's, implementing methodologies to improve cost control, minimize risk and deliver support services in a successful and repeatable way. The NOC Services Manager reports directly to the VP of Operations.

Responsibilities:

- Provide management & leadership within the NOC Services group using quality and a mindset for a "Centre of Excellence".
- Responsible for the daily management of all Technical Support Specialists to ensure SLA's are within expectations and customer satisfaction is tracking within expectations.
- Responsible for developing the NOC Services group policies and procedures. This includes the tools and templates stack necessary to effectively manage the group as a profit center.
- Works with senior management to develop group KPI's as part of the balanced scored card approach.

- Develop templates and structures such that other departments such as sales have consistent and repeatable contract and pricing structures.
- Leads by example and practice to promote a quality culture within the NOC Services group. Always prepared to take on a specific support incident directly and support the team.
- Operate with Integrity, Responsiveness, Knowledge, and act as a Catalyst for constant improvement.
- Builds relationships and credibility across all levels of employees, and with our suppliers and customers as appropriate.
- A hands-on approach to leading the NOC Services group. This will mean performing a broad range of tasks from managing and supporting staff, engage with clients directly, interface between departments and assist senior management with planning. Roll the sleeves up.
- Support organizational bid efforts by providing SLA costing strategies to assist with the estimation process.
- Develops and issues written procedures and instructions related to the NOC Services group best practices and Standard Operating Procedures (SOPs). Reviews and updates procedures and instructions on a periodic basis.
- Participates in pre-job and post-job meetings to communicate lessons learned.

Professional Development

- Maintains professional and technical knowledge by attending educational workshops, reviewing product publications, attending sales, and product training seminars.
- Stays apprised of technical advancements in the industry.
- Actively shares knowledge with direct reports on new or developing technological innovations that will be key to Cartel's ongoing competitiveness and the success of ongoing and future project design and deliverables.

Required Skills and Qualifications:

- Minimum five (5) years of Call Centre or Network Operations Centre related experience.
- Minimum five (5) years of experience managing a headcount of 5-8 people.
- Able to speak multiple languages is considered an asset.
- Excellent client-facing communication skills. Dedicated to meeting or exceeding the expectations and requirements of internal and external customers.
- Entrepreneurial spirit. Drive, ambition, and passion to constantly find new ways to improve both people and processes within a growing small medium sized organization. You have a direct impact.
- Ability to build strong relationships across all levels and departments within the organization.
- Works well in team settings and independently when required.
- Strong organizational, analytical, multi-tasking, detail oriented, troubleshooting, problem-solving and root cause identification skills.

- Ability to implement short- and long-range strategies and objectives towards enhancing the quality standards of the organization.
- Exposure to ISO 9001:2015 working environments.

Cartel offers a competitive salary, bonus program, allowance, and travel expense, as well as extended health benefits and professional development allowance. If you are interested and meet the above criteria, please provide a resume, and cover letter to careers@cartelsys.com

Cartel is an equal opportunity employer and welcomes applications from all interested parties. We thank you for your interest, however, only those candidates selected for an interview will be contacted.

Learn more about Cartel at:

www.cartelsys.com