



## Job Profile – Senior Network Specialist

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### Title

Senior Network Specialist

### Reports To:

Manager, Client Services

### Description

The role of the Senior Network Specialist is to plan, execute, and finalize projects according to strict deadlines and within budget for customers as outlined by Manager, Professional Services. This includes acquiring resources and coordinating the efforts of team members and third-party contractors or consultants in order to deliver projects according to plan. The Senior Network Specialist will also help to develop the project's objectives and deliverables by providing Sales Engineering services to the Sales Team. The Senior Network Specialist will play an integral role in ongoing development of End to End Technical Standards and ensuring they are practised. The Senior Network Specialist will also be the escalation point for other Network Specialists within the Client Services Team. **This is a 7x24 function**

### Primary Responsibilities

- Direct and manage projects from beginning to end.
- Define project scope, goals and deliverables that support the client's business goals.
- Develop full-scale project plans and associated communications documents where applicable.
- Effectively communicate project expectations to client's and team members in a timely and clear fashion.
- Liaise with client contacts on an ongoing basis.
- Liaise with Operations Coordinator to ensure timely updates to customers on project status
- Estimate the resources and participants needed to achieve project goals.
- Draft and submit change orders to projects where necessary.
- Where required, negotiate with other department managers for the acquisition of required personnel from within End to End Networks Inc.
- Determine and assess need for additional staff and/or consultants and make the appropriate recommendation to management for recruitments if necessary during project cycle.
- Set and continually manage project expectations with clients and team members.
- Delegate tasks and responsibilities to appropriate personnel.
- Identify and manage project dependencies and critical path.
- Track project milestones and deliverables.
- Develop and deliver progress reports, proposals, requirements documentation, and presentations.
- Ensure project handoff process is completed and all documentation (network diagrams, MDL, etc) is up to date and accurate.



- Where required, act as an escalation point for National Support Centre
- Define project success criteria and disseminate them to involved parties throughout project life cycle.
- Technical coaching and mentoring of project team members and contractors.
- Build, develop, and grow any business relationships vital to the success of the project.
- Conduct project post mortems as necessary and create a recommendations report in order to identify successful and unsuccessful project elements.
- Lead End to End Standards and best practices for project execution, documentation and management.

#### **Education/Experience Requirements**

- College diploma or university degree and/or 5 years equivalent work experience.
- Three years direct work experience in a project delivery capacity, including all aspects of process development and execution.
- Strong familiarity with project management software, such as Microsoft Project.
- Minimum CCNP +

#### **Skills and Abilities**

- Strong written and oral communication skills.
- Strong analytical and problem solving skills
- Learn, understand and apply new strategies and technologies
- Customer Service oriented
- Mentor/train less experienced team members
- Work both independently and in a team-oriented, collaborative environment
- Communicate to and work with Customers and co-workers
- Effectively prioritize and execute tasks in a high-pressure environment and can adapt to shifting priorities in the daily workload.
- Understand customer requirements and exceed expectations
- Dexterity of hands and fingers to operate a computer keyboard, mouse, and other devices and objects
- Lifting and transporting of heavy to moderately heavy objects, such as computers and peripherals.
- Sedentary work (sitting for extended periods of time)
- Learn and understand the organization's goals and objectives.
- Expert knowledge of various network technologies, such as Cisco, Juniper, MPLS, IP, VPNs, Load Balancing, Firewalling, IPS/IDP, IP Telephony, i.e. Call Manager, Unity, CCX.

#### **Competencies**

- Customer Empathy & Focus
- Developing Self
- Team Spirit
- Passion for Excellence & Integrity



**Work Environment**

- Over time may be required
- Required to work flexible hours (evenings, weekends, etc.)

**Remuneration**

- Network Specialist is provided with salary and benefits, as governed by the Performance Management process.
- Valid Driver's License and car required

To apply for this position, please click [here](#).

**We thank all applicants for their interest; however only candidates under consideration will be contacted.**