



Manager, Network Management Center

LinkBermuda, Teleport
1 Middle Rd
FL 01 Devonshire
Bermuda

LinkBermuda provides voice, data, Internet, cloud, hosting and business continuity services to its customers in Bermuda and operates a highly advanced network of diverse international and domestic fiber cable systems. With its rich history of innovation and continued commitment, LinkBermuda is the leading global telecommunications partner in Bermuda.

The Manager, Network Management Center at LinkBermuda at our Devonshire, Bermuda location will report directly to the Country Manager and will be accountable for the efficient engineering, planning and operation of all Network Platforms and Services. This role will be responsible for developing and managing processes and supervise employees to achieve departmental objectives, maximizing growth, efficiency and Customer Experience in accordance with business unit objectives.

Responsibilities

- Manage the resources of the Department to ensure efficient engineering, planning, and operation of all network elements including their configuration, maintenance, provisioning, proactive monitoring and service continuity on a 24/7 basis;
- Act as an escalation point for Customers (internal and external) for any services carried on the network;
- Manage security (access) of the site on a 24/7 basis;
- Assist the Sales Department in reviewing any necessary service improvement plans associated with the network including reviewing and responding to RFPs;
- Determine priorities of workload and ensure maintenance schedules and staff duty lists/rotas allow the Business Unit to maintain appropriate standards;
- Ensure efficient operation and maintenance of vehicle(s) associated with the department;
- Continually work to improve productivity and employee satisfaction within the section;
- Manage budgets (both Operational and Capital Expenditure).
- Prepare financial reports for the department and control expenditure in the capacity of cost centre head;
- Ensure that Planned Maintenance requests are generated and sent to the relevant departments for action;
- Conduct cost/benefit analysis on new equipment and prepare evaluation reports;
- Accountable for Health, Safety & Environment (HSE) initiatives; i.e. risk assessments and staff training needs;
- Carry out detailed planning of all new systems, including the writing of technical specifications, evaluation of equipment and final procurement;

Qualifications

- A Higher National Diploma (HND) in Electrical Engineering or equivalent qualification is essential;
- Seven (7) years technical experience with proven supervisory abilities;
- CISCO certification or 5 years' experience in Networking;
- Computer proficiency is essential;
- Proven track record in meeting or exceeding assigned goals and targets;
- Must be able to manage and work within a team;
- Proven project management skills and ability to deliver to project deadlines;
- Ability to work in cross-functional teams to deliver customer solutions;
- Influential leadership and interpersonal skills are essential;
- Ability to manage budgets to deliver corporate objectives.

LinkBermuda is focused on creating an environment which promotes individual growth and career satisfaction. Creativity, entrepreneurial spirit and innovation drive us. We're looking for people who have the passion for our business, our values and want to go above and beyond for our customers every day.

Dedicated to representing all of the customers we serve, we embrace diversity throughout all levels of the organization and encourage members of equity groups to self-identify during the application process.

If you're ready to take on this exciting opportunity, please email Stacy Hatton, Human Resources Generalist at stacy.hatton@linkbermuda.com.

Closing date: May 3, 2018