



Director, Network Operations Control (NOC) (COMPETITION #100212)

Employee Status:	Regular
Bargaining Unit:	Non-Union
Pay Range:	\$147,720 - \$209,920
Location:	Oakville, ON
Closing Date:	01-May-2022

Metrolinx is connecting communities across the Greater Golden Horseshoe. Metrolinx operates GO Transit and UP Express, as well as the PRESTO fare payment system. We are also building new and improved rapid transit, including GO Expansion, Light Rail Transit routes, and major expansions to Toronto's subway system, to get people where they need to go, better, faster and easier. Metrolinx is an agency of the Government of Ontario.

We embody our values in everything that we do. We Serve with Passion, Think Forward, and Play as a Team. If you can relate, we want to hear from you!

GO/UP Operations is at the beginning of a strategic program called GO Expansion which will transform our network for our customers, offering more service offerings, more frequently, and with reduced journey times, on an electrified network. To deliver on GO Expansion for our customers, GO/UP Operations will need to transform, introduce new capabilities, and increase our operational capacity. We will transform the way we operate in the coming years.

Our Network Operations Control Office is looking for a Director, Network Operations Control to provide strategic and transformational leadership. This role will report into the VP of GO Expansion and Transformation, and to the broader Operations Leadership Team. This role will also provide management and direction for the integrated Customer Journey Control Room of the GO/UP Network Operations Centre and provide vision and planning with a relentless focus on customers, safety, on-time and high-quality service delivery.

What will I be doing?

- Provide strategic, transformational, and tactical leadership and direction in the development and management of Network Operations Control (NOC) operational planning to ensure alignment with organizational strategic plans, service continuity and seamless integration.
- Lead strategic NOC project planning and program initiatives to achieve transformational and organizational service delivery goals, objectives and priorities including providing leadership and direction in the development of the NOC transformation and performance plan, including identifying and establishing Key Performance Indicators (KPIs) and provides oversight to the monitoring of NOC performance, trends, forecasts and leading practices.
- Lead the development of strategic and operational plans for the functional operation of NOC and institutes tools, processes and systems that provide critical information to executive and senior management and other decision makers.
- Make strategic and operational planning decisions, identifying areas of improvement and develop recommendations for proposed NOC projects, consistent with corporate strategies and business objectives.
- Lead the identification of innovative and best practices and solutions for functional excellence
- Direct and manage a large department of matrix reporting staff through subordinate managers and supervisors.
- Provide creative thought leadership with input from others to develop and deploy a strategic vision and demonstrate leadership and core competencies at a high level of development and is an exemplary model of living the corporate values.

- Provide senior leadership oversight and direction to staff and contractors engaged in project teams, deliver timely feedback to ensure a cohesive operational unit and the optimum use of team skills; manages staff and monitor work assignments for adherence to timelines; monitor the achievement of performance objectives; develop and implement action plans to address performance gaps.

What skills & qualifications do I need?

- Completion of a degree and/or professional qualifications in Transportation Management, Engineering, Business Administration, Customer Service, or a related field, or specialized certification or a combination of education, training and experience deemed equivalent.
- Minimum ten (10) years progressively responsible senior management experience in a related industry, with responsibility for providing senior leadership, vision and direction for a customer service and/or operational control function.
- Expertise in operational planning, budget development, planning and management processes.
- Experience leading a matrix team, and reporting into a board or panel of executives.
- Project management principles and practices, including budget and schedule controls.
- Senior level leadership and managerial experience with service-focused leadership and influencing skills.
- Well-developed written and oral presentation skills with demonstrated ability to brief and work with senior-level executives.

Accommodation:

Accommodation will be provided throughout the hiring process, as required. Applicants must make their needs known in advance.

Application Process:

All applicants must be legally entitled to work in Canada. Metrolinx will be using email to communicate with you for all job competitions. It is your responsibility to include an updated email address that is checked daily and accepts emails from unknown users. As we send time sensitive correspondence, we recommend that you check your email regularly. If no response is received, we will assume you are no longer interested in pursuing the opportunity. Please be advised that a Criminal Record Check may be required of the successful candidate. Should it be determined that any background information provided be misleading, inaccurate or incorrect, Metrolinx reserves the right to discontinue with the consideration of your application.

To apply for this position, please submit your resume online through the Current Opportunities page at” https://ehtc.fa.ca2.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_1/job/100212/?utm_medium=jobshare.

Metrolinx employees are required to be fully vaccinated against COVID-19 in accordance with Metrolinx’s Mandatory COVID-19 Vaccination Policy as a condition of being eligible for the recruitment process. Proof of COVID-19 vaccination will be required. If you are not able to obtain COVID-19 vaccination for a reason related to a protected ground of discrimination under applicable human rights legislation, you can request accommodation from Metrolinx.

We thank all applicants for their interest, however, only those selected for further consideration will be contacted.

AN EQUAL OPPORTUNITY EMPLOYER