Job Title: Senior Manager – Site Reliability Engineering (IT Infrastructure)

Company Overview:

Coreio Inc. is a leading Toronto-based IT services provider that delivers IT Infrastructure and Operations solutions for enterprise-scale companies across North America. We build on our 35-plus year history as a strategic partner, and apply our experience as in-house IT experts, to help our clients solve complex business and technology issues, so they can focus on what they do best.

Visit www.coreio.com for more information.

Summary:

We are seeking a Senior Manager-Site Reliability Engineering, to lead and manage a team of infrastructure engineers supporting both our clients and internal services. This individual will be overseeing a team responsible for the planning, design, development, transformation, automation, budget and overall operations of infrastructure services. As a Senior Manager, they will be expected to provide technical and thought leadership to Coreio clients and internal teams on new technologies, methodologies and processes.

Key Accountabilities:

- Managing team in support of a broad array of infrastructure engineering disciplines, including end user, cloud / data center, networking and information security.
- Demonstrating technical leadership including hands on involvement with complex solutions.
- Working with Coreio leadership, Sales, Finance, and various internal business partners to enhance Coreio's Infrastructure offerings, client experience and satisfaction.
- Seeking out new industry trends including technology and processes to generate new solutions, enhance existing solutions and actively retire services no longer required.
- Ensuring development of strategic roadmaps, establishing priorities and documenting staffing/resourcing requirements for current and future needs.
- Directing all infrastructure initiatives with an overall integrated approach at the Business level.
- Governance and Oversight, issue resolution and management of ambiguity at the Business level.
- Acting as relationship manager and collaborator with colleagues, clients and third parties.
- Managing the planning and structure of the department.
- Implementing best practices and continuous improvement programs.
- Ensuring the solutions being developed contribute to the strategic direction of the business stakeholders; enhancing and supporting the business processes and adding value to the requesting Client or Functional Units in achieving their goals.

- Providing leadership and expert counsel in establishing and implementing infrastructure standards, guidelines and best practices for the development and deployment of solutions.
- Participating and contributing in the definition of overall systems architecture to support the business objectives and to ensure that there is a consistent use of technology and architecture.
- Facilitating joint planning with the various impacted business partners in the early stages of strategy formation.
- Thinking creatively about opportunities to align Coreio offerings with future business needs.
- Facilitating schedule and cost forecasting
- Championing the creation of metrics and managing with a higher level of information i.e. at the trends and management indicator level; differentiating between project and program metrics.
- Resolving complex issues and conflicts (including architectural direction vs. project constraints); escalating to executive level where required. Resolving ambiguity for team, clients, and business partners.

Requirements/ Qualifications:

- A minimum of 10 years in architecting, engineering, implementation and support of complex infrastructure environments.
- A minimum of 5 years in managing complex teams.
- Experience in infrastructure solution design for broad range of clients.
- An ability to manage conflicting priorities.
- The ability to perform under pressure while maintaining client standards.
- Ability to communicate effectively with clients, staff, co-workers and management.
- Service desk and deskside support would be an assist.
- Excellent communication skills.
- Good team player, with the ability to be flexible and quickly comprehend new technical and quality process related training.
- Computer hardware experience.
- Expert knowledge of Microsoft mobility, cloud and productivity solutions and technologies.
- Ability to learn new technical procedures and adhere to exact direction / quality verification.
- Ability to work and manage in a fast-paced environment.

Work Location:

- Primary work location is Coreio's Woodbridge office however from time to time it may be necessary to work from Coreio's downtown Toronto office.

Coreio is an equal opportunity employer and values diversity in its workforce. Coreio encourages applications from all qualified individuals and will accommodate applicants' disability-related needs, up to the point of undue hardship, throughout all stages of the recruitment and selection process. If you require a disability-related accommodation in order to participate in the recruitment process, please contact the Human Resources team by email at careers@coreio.com.