F3 NETWORKS

<u>JOB DESCRIPTION – MANAGER OF QUALITY ASSURANCE</u>

ABOUT F3 NETWORKS

F3 Networks is a leading provider of dark fiber infrastructure solutions, empowering businesses with reliable and high-speed connectivity. Founded on the principles of innovation and reliability, F3 Networks has emerged as a key player in the telecommunications industry, catering to the evolving needs of enterprises, carriers, and service providers.

F3 Networks specializes in providing dark fiber solutions tailored to the unique requirements of our clients. Our comprehensive suite of services includes:

- Dark Fiber Leasing: Offering customizable and scalable dark fiber leasing options, enabling clients to build their own private networks and maintain full control over their infrastructure.

- Network Design and Consulting: Collaborating with clients to design and implement robust network solutions that optimize performance, scalability, and cost-efficiency.

- Maintenance and Support: Providing proactive maintenance and round-the-clock support to ensure uninterrupted connectivity and minimal downtime.

Job Summary
Under the direction of the Director, Planning and Engineering, the Manager of Quality Assurance (QA) is responsible for ensuring quality of the engineering designs and construction, maintaining, and approving materials, developing strong relationships with customers and ensuring all business goals and objectives are met within target dates and budget.

The Manager of QA provides accurate and effective management of teams, reporting, budgets, scheduling and operational support by assisting with the continuous development, scheduling and performance management of the extended QA team.

The incumbent is responsible for ensuring project quality standards are met while providing accurate and effective quality assurance, customer reporting, and operational support.

Responsibilities

- Leads day to day oversight of quality assurance related projects including construction, design and special projects in accordance with standards/guidelines/regulations
- Review all inspections and review of testing results on active networks
- Assist in developing and executing all data collection documents and cloud storage file system.
- Assist in releasing required documents that are delivery milestones with the client's contract.
- Assures that the contractual obligations for testing and record keeping are adhered to
- Review all network completion paperwork
- Proactively manages changes in project scopes, identifies potential issues, and devises contingency plans as required

- Deals with customer and internal escalations and ensures resolution of these items in a timely fashion
- Develops, tracks, and maintains quality metrics for each phase of any given project
- Conducts frequent touchpoints with QA team to gauge and assess performance in meeting project/departmental/business objectives
- Produces weekly reports on quality assurance and projects to showcase with Senior Management or Leadership team
- Approves all hours, schedules and expenses for payment
- Approves client assets and access per team member
- Verifies all testing prior to releasing the network to the customer
- Coordinates continual improvements while monitoring the regulatory environment for changing policies, processes and procedures
- Maintains materials by approving materials for usage that meet quality standards
- Ensure quality assurance on field constructions and verify confirmation and adherence to set standards
- Propose, document and maintain continual process improvements to internal standard operating procedures and forms, construction and engineering bulletins and training guides
- Propose strategies to avoid duplication of work, minimize processing times, and reduce cost
- Adhere to and promote the environmental, health & safety policies of AFL
- Perform other duties as requested, directed or assigned

Personal Qualities

- Leadership – Proven success in leading high-performance teams, achieving results through others, and being a strong team player
- Analytical Thinking - Exceptional ability to analyze data and utilize it to make sound business decision
- Conflict Management and Resolution Skills - Build consensus, anticipate and solve problems
- Detail oriented – Proven accuracy with reporting
- Results focused – Ability to organize and manage multiple, and at time competing priorities
- Communication Skills – Demonstrate communication skills necessary to interpret policies in situations requiring persuasion and prepare and present presentations,
- Relationship building skills – Ability to work within a dynamic team setting and provide role model leadership to AFL workforce
- Independent - ability to work well under limited supervision
- Adaptability - capable of working in a fast-paced environment, adapt to various situations, and prioritize multiple work assignments simultaneously
- Team player skills - Possess strong commitment to team environment dynamics with the ability to contribute expertise and follow leadership directives at appropriate times

Qualifications

- Minimum of 5 years relevant experience, preferably in Telecommunications, Engineering or Construction with 2-3 years of experience in a managerial/supervisor capacity
- Degree/Certifications/Designations preferable in engineering/telecommunications and networks
- Registered Communications Distribution Designer (RCDD) designation optional, not mandatory
- Proficient in MS Office Suite
- Knowledge in the following programs is preferred but not mandatory: FTTX, SharePoint, ShareFile, Smartsheet and EXFO
- Solid understanding of business planning, fiscal processes and financial planning
- Must possess strong leadership abilities
- Read and understand telecommunication network drawings
- Knowledge to work with Microstation/Spacialnet and Adobe Acrobat Editor
- Knowledge in planning and design of telecommunication networks an asset
- Demonstrated ability to participate in cross-functional teams

Working Conditions

- Normal office environment **as well as on site assessments as required**.
- General hours of Monday through Friday 8:00am to 4:30pm. But ability to provide support during and outside regular business hours is required.
- Travel will be required.

Minimum Education	Preferred Degree or Type
Degree/Certifications/Designations	Engineering/telecommunications and networks

Required Certifications & Licenses
N/A

Disclaimer: This job description does not constitute a "contract" between the employee and the employer. The job description duties may change at the discretion of the employer and/or the employer may request the employee to perform duties that are not listed on the job description.