



Job Title	Program Manager
NOC	0211
Department	PMO
Job Family	Management
Status	Full-Time
Exempt/Nonexempt	Exempt
Job Grade	
JE Score	979
Reports To	Director, PMO
JD Last Revised On	December 3, 2025

JOB SUMMARY

Reporting to the Director, Program Management Office (PMO), the Program Manager is responsible for strengthening F3 Networks' end-to-end delivery across assigned programs. This new role supports a major client expansion in Central Canada and will work closely with project coordination and administration teams to manage resources, meet program targets, and maintain delivery discipline. The Program Manager will serve as a primary client interface and act as the Director's delegate when required, ensuring consistent execution, scalable processes, and strong commercial performance.

SPECIFIC RESPONSIBILITIES AND EXPECTED OUTCOMES

1. Ensure SOWs are clearly defined, with roles, responsibilities, and accountabilities understood by all parties.
2. Lead weekly update meetings with the client's project management team, addressing challenges, progress, capacity, and resource needs.
3. Conduct regular check-ins with internal project teams to maintain alignment and remove blockers.
4. Prepare and deliver concise status reports to internal stakeholders, including senior management.
5. Coordinate with Finance on invoicing, time tracking, and related matters; review and approve contractor invoices.
6. Build and maintain strong client relationships, acting as the primary point of contact for assigned programs.

7. Provide consistent program updates and issue resolution support to the client.
8. Support field and program teams in meeting SOW deliverables and resolving escalations.
9. Provide operational and technical guidance related to OSP construction and program execution.
10. Develop and maintain standard processes, documentation, and performance requirements for all projects.
11. Contribute to proposals, pricing, and delivery models based on telecom construction experience.
12. Foster a collaborative, accountable, and high-performing team environment.
13. Protect organizational values and client trust by maintaining strict confidentiality.
14. Identify and pursue opportunities to improve delivery quality, efficiency, and stakeholder satisfaction.
15. Follow and promote F3 Networks' environmental, health, and safety policies.
16. Perform other related duties as required to support evolving program and organizational needs.

QUALIFICATIONS

Knowledge and Experience

- Post-secondary degree or diploma in engineering, business, construction management, or a related field. A combination of education and extensive telecom/utility infrastructure experience will also be considered.
- Experience delivering large-scale telecom or utility infrastructure projects, specifically fibre-optic network builds.
- Strong understanding of OSP construction practices, permitting requirements, production planning, and contractor oversight.
- PMP or PgMP certification is an asset.

Skills and Abilities

- Strong proficiency with MS Office (Excel, Word, Outlook) and MS Project.
- Effective use of project scheduling, tracking, and construction management tools (e.g., MS Project, Virtruvi).
- Solid data management and analysis skills, including tracking progress, volumes, and production rates.
- Able to deliver clear briefings, training, and toolbox-style sessions to internal teams and field contractors.
- Practical experience in client communication, contract negotiation, and resolving construction-related issues.
- Capable of leading and supporting change initiatives related to build methods, standards, and program processes.
- Strong situational awareness, risk identification, and problem-solving under time and cost pressure.

WORKING CONDITIONS

Physical, Sensory, and Mental Requirements

- Mix of office and field environments.
- Periods of sustained attention and decision-making.
- Exposure to tight timelines and competing priorities.

- Occasional travel may be required.

Work Hours

- 40 hours per week, generally Monday to Friday, 08:00–16:30.
- Flexibility to work additional hours as needed to support program delivery.

Review and Approvals

Executive Director, Human Resources				DATE:	
Business Unit Leader				DATE:	
Human Resources				DATE:	December 3 2025
Knowledge	Communication		Problem Solving	Skills	
80	80		67	227	

Coordination	Impact of Action	Risk Management	Responsibility
83	83	50	216

Motor Effort	Intellectual Effort	Effort
20	40	60

Physical Environment	Psychological Environment	Work Environment
20	80	100