

MANAGER, ATM PROGRAM DELIVERY

Are you interested in joining an organization that:

- Plays a significant role in global airspace safety?
- Has over 35 years of experience providing industry leading Air Traffic Control (ATC) simulation training systems and state-of-the-art Air Traffic Management (ATM) solutions?
- Offers a job-related training tuition reimbursement program and access to various professional development opportunities?
- Has work/life balance programs in place and offers a holistic benefits package that is fully customizable based on your specific needs?

If this sounds interesting, continue reading about our job opportunity below.

Position Summary:

The **Manager, ATM Program Delivery**, is responsible for the successful delivery of ATM customer and internal R&D projects from proposal stage to supporting entry into service and providing post-delivery customer warrant & maintenance support and associated services.

To achieve this, the Manager, ATM Program Delivery, will lead the following four (4) groups:

- The Program Management team is responsible for the successful delivery of ATM customer and R&D projects/programs to meet the contractual requirements, costs, schedule, and quality standards.
- The Product Assurance team is responsible for verification and validation, functional customer training and acceptance of our ATM solutions to ensure it meets customer requirements and specifications. The PA team will also provide first Level post-delivery customer support.
- The Product Management team is responsible for requirements management, establishing and maintaining the product roadmaps and managing the backlog & R&D pipeline in accordance with the company's strategies & goals and customer requirements.
- The Product Lead team is responsible for the overall coordination of all team deliverables through the System Development Lifecycle (SDLC).

Essential Duties and Responsibilities:

The ATM Program Delivery Manager is responsible for the strategic planning, leadership, and oversight of the Program Delivery department, ensuring the successful execution of customer programs and projects. This role oversees workforce planning and talent management activities, including recruitment, onboarding, development, and training of personnel.

The Manager, Program Delivery, is accountable for the development, continuous improvement, governance, and enforcement of Program Delivery processes, methodologies, and standards, while ensuring the accuracy and integrity of project and program performance reporting across the organization. The role ensures that delivery methodologies remain effective, scalable, and aligned with customer requirements, enabling the successful delivery of both new and existing programs.

Working closely with cross-functional stakeholders, the incumbent leads the identification, analysis, and resolution of delivery-related challenges, proactively removing obstacles and implementing corrective actions to drive operational efficiency and delivery excellence.

Departmental Management

- Provides and is responsible for the fiscal year budgetary needs of the department.
- Oversee and controls departmental expenditure to remain within current fiscal year budget, including the Diverted Direct Labor (DDL) charging by direct-charge employees.
- Performs functional management of direct reports, including setting goal/objectives, mentorship, timely performance management and reviews, addressing performance or discipline issues, recognition or awards and salary adjustment recommendations.
- Works with the Human Resources department to implement strategies for recruitment, discipline, grievance, counseling, pay, work conditions, employee contracts, training and development, succession planning, morale and motivation, culture and attitudinal development, and performance appraisals.
- Oversee the interview and hiring process for new staff and oversees staff reductions when needed.
- Responsible for balancing staffing levels and skill mix to meet customer contractual commitments and accomplish internal R&D objectives.
- Ensures maintenance of departmental core competencies through knowledge management, training, and mentorship.
- Assists Director with adjusting the organizational structure of the department as needed to support the company's strategic objectives.
- Supports any initiatives of the Director to accomplish company and department-wide goals.

Delivery

Lead the ATM Program Delivery team, working in collaboration with all departments, to

- Ensure we meet customer requirements, schedule and quality program goals while fostering outstanding customer satisfaction.
- Establish independent testing strategies, processes, and tools to verify and validate that the delivered solution meets customer program requirements following Behavior/Test Driven Design methodology. This includes: Maintenance and augmentation of operational evaluation, regression, and acceptance test packages.
- Define the methods and the tools to cost effectively develop and maintain a suite of functional automated tests; and,
- Develop, in collaboration with the System Engineering team, a product level system non-functional test package.
- Develop and maintain controller training curriculums, training materials and associated user manual documentation.
- Ensure all tasks and deliverables are completed in accordance with Adacel's Dynamic Iterative Development (aDID) process to achieve program delivery schedule and priorities.

Post-Delivery

- Manage all post-delivery Customer Support activities across the ATM BU including establishing ATMCare Customer Support policies, processes, and standards.
- Own the ATMCare Service Level Agreements including associated proposal efforts and documentation.
- Manage ATMCare portal: Customer account management, overseeing portal improvements, etc.
- Managing any outsourced customer services as required.

Process Management

- Works with the System and Software Engineering Managers to establish System development life cycle process best practices and continuously seeks to improve quality and efficiency.
- Ensures our Program Delivery processes meet CMMI, Health & Safety and ISO requirements. Provides recommendation in terms of seeking specific level of accreditation.
- Assists with the creation and maintenance of processes, policies, and standards as requested by executive management and/or APG (Adacel Process Group).
- Ensure employees adhere to these processes, policies, and procedures.

New Business Capture

- Lead the ATM Program Delivery proposal and estimate efforts in responding to Customer RFI's/RFP's/etc.
- May be required to participate in Business Development activities (trips, meeting, conference) as the Program Delivery expert.
- Supports new business capture by providing information needed to complete RFI's/RFP's/etc., giving convincing product demonstrations, and supporting any discussions/negotiations with potential customers during Business Development capture activities.

Other

- Performs other duties as assigned by the Director.

Supervisory Responsibilities:

The Manager, Program Delivery will supervise employees with the following job title(s):

- Program/project Managers
- Product Managers
- Product Specialists
- Test Specialists
- Project Leads

Competencies:

- **Coaching:** Ensures his employees' development; offers them training; provides tips to employees; is available to provide advice and support or to facilitate their work.
- **Contributions management:** Clearly determines expectations; uses performance management tools; provides feedback to employees regarding their contribution; adequately addresses performance or behaviour issues.
- **Critical Thinking:** Extends his analysis of situations; seeks more information; validates the information that is provided; has a critical mind.
- **Monitoring and control:** Ensure that regulations, policies, and procedures are applied; oversees progress for operations and the advancement of work; performs the necessary follow-ups.
- **Profitability / Optimization:** Is concerned about the profitability of products and services; implements improvement processes to optimize productivity and efficiency.

Qualifications:

Required

- Bachelor's degree in computer science, Engineering, or a related field.
- 10+ years of Software/System/Program Delivery experience
- 5+ years of functional managerial leadership experience
- Strong Knowledge of product development lifecycle from design to site acceptance
- Strong Knowledge of program management methodologies of complex safety critical systems
- Strong Knowledge in software & product verification and validation methodologies
- Knowledge of Microsoft Office products such as Word, Excel, PowerPoint, and Outlook
- Problem identification, analysis and solving skills
- Leader and a team player with excellent management, technical and communication skills
- Successful with scaling delivery organizations
- Straight-forward, highly ethical, self-effacing, professional and able to listen to others
- Familiarity with the AGILE/SCRUM methodology
- Proficiency in English and French (this only applies to employees at the Montreal office)

Desired

- Knowledge or experience with Air Traffic Management / Air Traffic Control domain.
- Knowledge of operational system safety standards and qualification processes.

Other Qualifications:

- Ability to adhere to Adacel's Drug Free Workplace Policy.
- Ability to pass an Adacel background check while employed.

Physical Requirements:

- Occasional lifting – up to 50 lbs.
- Repetitive wrist, hand, and finger movement.

Work Environment:

- Location: Montreal
- Job Status: Full Time
- Hybrid teleworking environment
- Alternative work schedules (9/80 with every other Friday off)
- Typically sitting at a desk

Benefits:

- Up to 26 three-day weekends annually with 9/80 schedule.
- Four weeks of vacation
- Company RRSP, SPSP (employer contribution), and TFSA
- Full (100%) employer-paid insurance program from day one of employment.

How to Apply:

- You may apply by emailing your resumé to careers@adacel.com
- Include the position title in the subject line of your message.

Disclaimer:

Adacel is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, and protected veteran status.

This job description reflects management's assignment of essential duties and responsibilities. It does not restrict the duties and responsibilities that may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential duties and responsibilities. If this job has a travel requirement, note that the frequency of travel may increase at any time due to adjustments in Adacel's business needs.