

<b>Role Title</b>	Manager Infrastructure Engineering
<b>Manager</b>	Director, Maintenance
<b>Manager-once-Removed</b>	General Manager, ION LRT

<b>Role purpose:</b>	<p>Keolis provides mobility to over 3.4 billion passengers a year in 15 countries, operating every mode from commuter trains and automated metros to shared bicycles. The almost 1,000 employees of Keolis Canada operate light rail vehicles, urban buses, intercity coaches and airport shuttles. For over 12 million passengers a year, they make reaching their destination a safe, reliable and pleasant experience.</p> <p>As part of the Keolis Grand River team responsible for the successful operation and maintenance of the ION Light Rail system of the Region of Waterloo, the Manager, Infrastructure Engineering, is responsible for the maintenance, availability, functionality, and performance of the Light Rail Transit (LRT) line, its tracks, structures, wayside systems, sub-systems and facilities, as well as the railyards, lands and buildings under Keolis responsibility. He/she is responsible for directing, completing, and reviewing all in-house or subcontracted maintenance, modification and construction work, repairs and actions, their quality and their meeting technical standards and documentation.</p>
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Knowledge and Skills	Experience
<ul style="list-style-type: none"> <li>• Degree in Engineering, Project Management or related disciplines, or equivalent experience</li> <li>• Knowledge of inspections, preventive and reactive maintenance and quality assurance procedures</li> <li>• Specific knowledge and experience at least one light rail-related discipline and demonstrated understanding of all other areas including: Track, switches, traction power, train control or OCS; construction, maintenance and repair standards</li> <li>• Knowledge of computerized maintenance management systems, with specific knowledge of Maximo a benefit</li> <li>• Intermediate proficiency in MS Excel, Word &amp; Outlook including the ability to compile data and commentary for regular reporting</li> <li>• Familiar with Transport Canada regulations, an asset</li> <li>• Possess strong communication and interpersonal skills</li> <li>• Strong analytical and problem-solving skills</li> <li>• Understanding of continuous improvement approaches and methods</li> <li>• Strong attention to detail</li> <li>• Valid G class driver’s license</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum 5 years experience in infrastructure maintenance and rail infrastructure</li> <li>• Ability to lead a small team in an operations environment</li> <li>• Demonstratable experience leading and directing craft employees on inspections, maintenance, repair, troubleshooting and quality assurance/control</li> <li>• Experience in leading, motivating, and influencing teams. Managing and engaging teams and groups to work collaboratively</li> <li>• Demonstrated ability to make sound and timely business decisions to adapt within changing situations</li> <li>• Experience in contract management and the RFP process</li> <li>• Experience creating and leading infrastructure maintenance projects from start to finish</li> <li>• Experience investigating and determining route causes and failures</li> <li>• Proven ability to prioritize and accomplish multiple tasks with tight deadlines</li> <li>• Electromechanical engineering experience would be an asset</li> </ul>

- Required to work overtime and be available for non-scheduled emergency calls
- Required to work in all weather, at night, and under pressure
- Required to undertake competency unit training and obtain licenses needed to conduct duties

### Key Accountabilities

#### Safety

- Support and promote a safe working environment through demonstrating and leading safe work behaviours
- Assist with all maintenance work on the ION LRT infrastructure is planned and delivered safely and in accordance with the Rule Book, Procedures and Work Instructions
- Assist with the administration of worksite safety binders, regular reviews of worksite safety compliance and effective supervisory leadership
- Creating and delivering job briefings, traffic management plans and hazard identification matrices, recommending and implementing new improvements to equipment and/or methods of work to mitigate risks
- Participate in safety and training meetings; participate in emergency preparedness systems as required
- Support the Permit to Work process by assessing impacts on maintenance activities and by ensuring a robust maintenance plan is available to reference
- Conduct all work in line with quality management expectations, as outlined in the relevant company directives and procedures;
- Conduct all work in a safe manner, as outlined in the relevant company directives and procedures

#### Maintenance Subcontractor Interface & Monitoring

- Lead the day-to-day interface with the infrastructure maintenance subcontractors and the administration of the Maintenance Services Agreement
- Lead and monitor the infrastructure maintenance subcontractor's activities across all LRT sub-systems
- Monitor and lead audit inspections, tests, and preventative, and corrective maintenance carried out by the infrastructure maintenance subcontractor
- Facilitate all work is planned and scheduled and outcomes and measurements recorded using the Maximo CMMS
- Facilitate all work is carried out in accordance with PA requirements, manuals and agreed procedures
- Assign, schedule, and coordinate the use of shared equipment as required
- Monitor and control the consumption of infrastructure spare parts by working with the Commercial and Finance Department
- Monitor, control and authorize any variations to subcontractor activities
- Coordinate joint activities between in-house and subcontractors during major events, e.g. snow clearance, special events, incidents, significant lifecycle or rehabilitation activities

#### Asset Management & Interfaces

- Monitor the performance of system assets and work with the vehicle Engineering department to monitor and improve reliability through changes to maintenance practices, configuration, usage, etc.

- Work with Engineering Department and infrastructure maintenance subcontractors to identify and plan lifecycle and rehabilitation activities
- Work with Operations Department to ensure open dialogue to understand and improve on the effectiveness, reliability and safety of operational / infrastructure interfaces
- Work with LRV Maintenance team to understand and improve the reliability and safety of vehicle / infrastructure interfaces

### Fixed Facilities Maintenance

- Lead and provide technical guidance, direction, coordination and supervision of employees assigned to fixed facility maintenance
- Lead the inspections, tests, preventive and corrective maintenance carried out by the in-house maintenance teams
- Coordinate and schedule works across passenger-facing areas to minimize passenger and operational impact.
- Facilitate the cleanliness and appearance of stations and passenger-facing areas is maintained to high-quality through monitoring and auditing cleaning and snow clearance (and other) subcontracts

### Administration

- Collaborate with procurement team and subcontractors to procure the material and services required based on project terms and milestones
- Write, recommend and implement maintenance procedures, work instructions, JHA, and reports to support infrastructure maintenance activities
- Prepare written reports and/or updates, ensure timely completion of maintenance records and reports
- Validate and ensure relevant records are maintained in accordance with contracts
- Perform other related duties as assigned.

### Working Hours

Based-upon an average of 40 hours per week normally day shift. May have an occasional requirement to cover shifts including weekends to liaise with staff and contractors. On an as required basis.