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# Example of Enterprise Operations Job Description

Our innovative and growing company is looking to fill the role of enterprise operations. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for enterprise operations

* Develop, coordinate, facilitate and maintain crisis management policies and procedures
* Develop exercises to provide staff, emergency responders, support personnel and executive personnel training in directing operations under simulated emergency situations
* Drive a best in class IT support operating model leveraging JCI’s global support team and outsourced IT service providers
* Drive support of EI applications, including monitoring, troubleshooting and minor enhancements
* Perform, document and communicate root cause analysis (8D) of system outages
* Identify, prioritize and implement continuous improvement activities to improve application stability and performance
* Proactively monitor production environments and recommend environmental improvements, storage, memory
* Support/Conduct middleware application version upgrades with collaboration of application Solutions Architects
* Provide data integration oversight to external development contractors to ensure coding standards are adhered to, perform code reviews, unit testing and systems integration testing (SIT) review
* Handles company confidential and sensitive data, files, and/or reports

## Qualifications for enterprise operations

* Experience with network security standards with a solid understanding of network based security protocols and methods
* Minimum seven (7) years of administrative and operational support within a specific functional level with increasing scope and discretion
* Minimum three (3) years of functional analytical experience
* Ability to acquire and use In-depth knowledge of KP's policies, practices, business principles, theories, concepts, and systems
* Applies advanced business theories/concepts to accomplish significant department projects and/or initiatives
* Advanced knowledge of Excel to create more complex spreadsheets and reports