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# Example of ESC Operations Job Description

Our company is searching for experienced candidates for the position of ESC operations. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for ESC operations

* Initial assignments from the tasks below will require direction and supervision
* Investigates/analyzes assigned technical issues, with supervision of method, progress, and resources
* Assists other engineers, project teams, and supervision by developing, compiling, and providing technical data
* Applies basic engineering principles and scientific theory
* Prioritizes, plans, and recommends solutions
* Researches and implement monitoring and alerting technologies
* Provides supporting services for Enterprise Integration middleware and technologies with other business teams and other IT teams
* Pilots leading edge products, processes, procedures and tools for use of Enterprise Integration middleware and related Enterprise Integration technologies
* Represents their workgroup, organization and or manager at meetings with business clients, suppliers, contractors, stakeholders, or other third party internal or external teams
* Provides expert analysis and impact assessment for complex and enterprise, over-arching type changes and updates to Enterprise Integration middleware, interfaces and daily operating schedule

## Qualifications for ESC operations

* Experience leading a production team in a complex, changing environment to deliver results to the organizations
* Minimum of 2 - 3 years’ experience in a manufacturing environment with leadership experience, BS degree in a business or technical field preferred
* Basic computer sills required
* Provides expert-level knowledge and hands-on experience for Enterprise Integration middleware solutions to internal business clients and to project groups leveraging Enterprise Integration-related technologies
* Consults with integration development team and infrastructure operations groups aligned to Enterprise Integration to identify, understand, anticipate, and meet current and future business needs
* Communicates, plans and coordinates managed service vendor(s) for SLA Metrics and KPI’s