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# Example of IT Operations Job Description

Our company is looking to fill the role of IT operations. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for IT operations

* Contributes to and provides operational assistance assists with the implementation of the departmental technology roadmap
* Coordinate local efforts with Global IT Operations teams
* Understands the services (components)
* Monitor, troubleshoot and resolve customer support tickets, or escalate problems, in a timely manner, ensuring service level objectives are met or exceeded, and sound judgment is exercised at all times
* Support production applications, servers, and networks by responding to incidents, restoring service as quickly as possible, and investigating root causes for outages and maintaining incident logs
* Coordinate with group members ensuring all documentation and procedures are kept current and accurate (Service Requests, logs, internal procedures, configuration documentation)
* Manage Pay360’s processing platforms used to provide online payments services, ensuring operational service provided to customers is excellent and contractual SLAs are met
* Manage change to production services, maintaining a detailed rolling change schedule for the upcoming 4 weeks and an outline change schedule for the upcoming 3 months
* Maintain the operations support rota, ensuring support is available at all times (365x24)
* Define and manage infrastructure projects and ensure that the systems operate on current, supported, versions of operating systems

## Qualifications for IT operations

* Familiarity with specific hardware types such as thermal label printers, laser printers, desktop PCs, monitors, fuzzy logic, imaging scanner equipment and Cisco switches
* Strong interpersonal, coaching and relationship building skills
* Coordinating daily team huddles
* At least 5 -7+ years of strong related work experience in the Storage space, specifically SAN and to a lesser degree, NAS and Protection environments
* Ability to translate technical details into a management consumable format
* Demonstrated ability to build relationships and foster communication between various teams, organizations and individuals