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# Example of Operational Support Job Description

Our innovative and growing company is looking for an operational support. 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 operational support

* Work with internal sales team to understand new and current customer requirements/needs
* Work with third-party terminal operators to coordinate/setup new and current customers
* Perform data entry tasks in various systems necessary to setup/configure a customer and their carriers for purchase and loading of product
* Internal and external communication of customer setup/configuration status
* Monitor and manage carrier insurance documentation
* Configure and distribute driver access cards
* Troubleshoot and resolve customer and/or hauler setup/configuration problems
* Escalate and resolve risks and issues as required
* Operational support and assistance to the confidential-informant cycle in support of the Sponsor's efforts to spot, assess, develop, recruit, and manage confidential-infomnants
* Support and assistance to the Sponsor in conducting operational activities (e.g., informant meetings, establishing platforms) using appropriate operational security and cover

## Qualifications for operational support

* Experience with conducting research, modeling, and analysis
* Ability to interact with federal government senior representatives
* Experience with Army or DoD staff officer processes and procedures
* Knowledge of Army administrative and planning processes
* At least 4 years of relevant experience in an application support role within a corporate environment (preferably exposure to banking or financial institution with knowledge of research publications and/or advisory businesses) comprising of
* Experience in of the following technologies will be highly regarded