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# Example of Operational Support Job Description

Our company is searching for experienced candidates for the position of operational support. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for operational support

* Assistance to the Sponsor with confidential-informant validation for the Sponsor's programs by using operational tools such as operational testing, psychological analysis, polygraph and file reviews so that relevant counterintelligence and security concerns are addressed in a timely and systematic fashion
* Assistance with the development of confidential-informant and technical targeting packages
* Development of operational proposals for consideration bythe Sponsor's operational elements
* Preparation of operational correspondence for confidential-informant cases (e.g., message traffic, files reviews, operational plans, and spot reports)
* Operational support and assistance to the confidential-informant cycle in support of the Sponsor's efforts to spot, assess, develop, recruit, and manage confidential-informants
* This position is critical to maintaining a disruption-free setting in which to deliver virtual class events
* Thoroughly evaluate and assess request to verify legitimacy of request including review of the scope order to ensure compliance
* Responsible for evaluating written order to confirm compliance with Rights to Financial Privacy Act (RFPA) and Notice to Consumer
* Responsible for compiling all records to furnish to subpoena agency by deposition date and maintenance of completed subpoenas for record retention compliance
* Assist with processing outgoing wire transfer request received via fax including verification of member accounts, source of funds, and completion of member authentication

## Qualifications for operational support

* Exceptional problem-framing and problem-solving skills
* 1 year of banking or financial industry experience (of which 6 mos
* Post-secondary degree or diploma in Information Technology or an equivalent combination of education and experience
* Advanced knowledge of Windows and Microsoft Office suite
* SQL Server, and AS400 – IBMi server an asset
* 3 years of data entry and customer support experience