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# Example of Operations Senior Specialist Job Description

Our innovative and growing company is looking to fill the role of operations senior specialist. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for operations senior specialist

* Operational Analysis and Consulting
* CWM Operations Subject Matter Expert
* Responsible for driving the overall execution of the GEHC customer service contracts
* Assess business impact of reported incidents and assigning appropriate priority
* Perform basic to intermediate level of Incident Triage for infrastructure or application related incidents
* Leverage availabe triage tools to provide insights to support team driving towards faster resolution
* Establish relationships for on going Incidents such as related applications, related infrastructure, application depenedencies, related changes, prior changes, etc
* Lead and drive Priority 1 and Priority 2 outage bridges
* Have overall accountability of all incidents in the shift
* Timely escalation to leadership

## Qualifications for operations senior specialist

* Oidentify and oversee the implementation of best practices
* Act as SME to translate business objectives into plans that can be implemented for multiple and/or larger initiatives/ projects of a complex, high risk nature, including process redesign to compliment the change management/ product support strategy for the business unit, adhering to and maintaining established standards and practices, and developing specific deliverables for large, complex, high risk initiatives
* Knowledge of high volumes equities trading operations particularly the practical workings of instruments such as international equities, futures, basket swaps, FX, options, CFDs, portfolio swaps & vanilla OTC derivatives
* Exceptional and confident communications/interpersonal skills including demonstrated ability to communicate with external service providers and internal senior stakeholders
* Experience managing external service providers and fund administrators
* Experience supporting a high volume trading business a plus