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# Example of Operations Job Description

Our innovative and growing company is searching for experienced candidates for the position of operations. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for operations

* Provide coverage of the Verifier function when staff are on planned/unplanned leave
* Obtain, collate and analyze information to identify gaps, assess business and customer impacts, and assist in identifying solution and implementing them to enhance the control environment
* Ensure local operations, MBM and Solutions Centre are trained across all changes and that SOP’s are completed and signed off prior to implementation of these changes
* Review stat’s and manage any remediation action to increase efficiencies by liaising with Client Service, Technology Teams and Operations (locally and MBM)
* Ensure all local and regional periodical and adhoc reporting requests are completed on time and accurately
* Monitor the reconciliations performed by the Hub daily, and ensure breaks are cleared next day or appropriate investigation is being carried out and commentary noted on regional email
* Liaising with key stakeholders including Product, Service, PMO, Treasury, Escrow and our regional colleagues in TS
* Act as a technical subject matter expert for payment platform related issues, operation efficiency requests and managing Tickets raised fro Tech Incidents
* Working closely with our partners in Manila/Mumbai/ Bangalore to maintain effective communication across the processing Hubs and ensuring SOP’s and controls are up to date and familiar to all teams
* Supporting management’s goals and strategies by taking initiative, engaging others and expressing solutions to operation related issues

## Qualifications for operations

* Initiative, reliable and willing to work hard under pressure
* Professional telephone manner, good communication and interpersonal skills
* You will possess strong knowledge of TCP/IP protocols, particularly TCP and IP themselves, HTTP and DNS
* You should also feel comfortable with system administration of Unix
* You should have an understand F5 BigIP and A10 Thunder Application Delivery Devices
* Have administrative competence in at least one major programming language or platform (for example, Perl, Powershell, or C# )