



# Example of Application Operations Job Description

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Our company is hiring for an application operations. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for application operations

- Support large-scale enterprise-wide projects that incorporate a proactive and innovative tech solutions to addressing business challenges and achieving organizational goals and objectives
- Support development of clear case for change, desired outcomes, accurate scope, clear roles and decision-making
- Support initiative teams with skills in process excellence, business requirements identification and articulation, facilitation, problem solving, accelerating transformation and value creation to drive toward required outcomes
- Ensure the right operational initiatives are undertaken and the benefits are being fully realized
- Current Systems include MEG, CHAMP, WORKSMART, and CAT/WAT
- There will be some valid reasons for differences such as certain items types that only need a certain PC attributes in one system
- Proactive data comparison, there is also a reactive aspect to the role
- When data differences are discovered, work with platform teams to ensure that the data is remediated but more importantly, investigate and determine what the root cause is
- Establish a set of measures to continually monitor and improve the performance of the Application Operations Service
- Manage all operational aspects of Application Operations and associated platforms ensuring optimum security and application currency

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- Implement innovative ideas in BI & MIS areas which will result in incremental revenue generation, enhanced customer experience, process improvements or cost savings
  - Effective Governance, Service Partner and other stakeholder management
  - Effective and Enhanced communication to circles and Corporate
  - Continuous Improvement in Service Delivery to all our stake holders
  - Media Industry experience with a thorough understanding of the content supply chain for all distribution platforms (linear television, VOD, SVOD, DTO, sites, apps )
  - Requires a Bachelor's degree in Computer Science, or equivalent experience