



Example of Business Support Director Job Description

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Our company is growing rapidly and is looking to fill the role of business support director. 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 business support director

- Coordinates and communicates among BT staff and forms productive, working relationships with business stakeholders
- Understands critical technology and business needs served
- Provides input to service attributes such as performance, availability, security
- Acts as a solutions consultant for project bids, contracting and launches
- Initiates, provides requirements for and signs off on service readiness planning (SRP) efforts for new services, support transitions, support improvements
- Creates or oversees creation of operational runbooks, procedures, job aids
- Initiates PMO-led projects for operational maintenance, upgrades or improvements related to the service
- Participates in internal (BT) and external (business/client) service review meetings
- Manages vendor relationships and works closely with vendors to resolve problems, investigate capabilities, plan for releases
- Provides reporting and metrics on performance of services

Qualifications for business support director

- 5+ years of leadership experience in sales, marketing or operations
- Highly comfortable establishing and delivering on clear workback schedules when roles and responsibilities are complex

- Experience in managing a team distributed across geographies is a valuable asset
- Experience and ability to present business cases and strategic plans to executives and stakeholders
- University degree in Business, Marketing, or a related area, preferably at the post-graduate level