



Example of Core Business Services Job Description

Powered by www.VelvetJobs.com

Our innovative and growing company is looking for a core business services. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for core business services

- Define workgroups to achieve results
- Prioritize and work with senior executives across GT&O to identify SMES and needed sponsorship for the work group rapidly
- Act as the escalation point for the analysts in the workgroups
- Build relationships with key technical and business leaders to successfully complete service ND analysis, in order to deliver "Never Down" or fully resilient Services with agreed SLAs to our customers
- The candidate must also be able to feedback any requests for requirements needed to make the analysis back to the standards team, the enablement team and the service performance analysis team
- Leverage deep technical analytical, and honed soft skills to be able to build rapport with key senior technical executives and business leaders
- Fully understand PSS LCS Core Services Deliverables (Guardian Support, Systems Upgrades, System Health Monitoring (SHM), SureServices Contracts, DeltaV Mobile, Hardware and Parts
- Map Installed base of PSS Process Systems (DeltaV, Syncade, RAS,) by country, by version, by accounts
- Evaluate longevity and obsolesce of PSS software and hardware's installed base and quantify revenues opportunities (served market)
- Work with countries PSS LCS Sales leaders to continually evaluate opportunities to expand existing systems ID's by displacing small competitors' systems and PLC's

- Ensures that technical solutions provided meet all regulatory requirements (FDA, GxP, ...)
- Ability to identify and implement process and/or application improvements
- Consistently delivers services which drive customer satisfaction and retention
- Must have a strong sense of urgency and solid written communications skills
- Thinks analytically to understand a situation, an issue, or a problemInfo Technology
- Lead customer-facing workshops to design end-user Service Portals