



Example of ESC Operations Job Description

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Our innovative and growing company is looking for an ESC operations. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for ESC operations

- Designs operational test requirements
- Provides escalation support for mission critical Enterprise Integration solutions
- Provides expert-level knowledge for internal or external audits data request
- Assists other Enterprise Integration Applications Operations Analysts in resolving complex issues
- Participates in Enterprise Integration design forums and provides Operational Standards
- Acts in a lead capacity for root cause analysis efforts and remediation solutions
- Provides project updates and reporting information for assigned projects as requested
- Obtain commitment on detailed work plans including schedule, cost, resource, contingency and communication plans
- Develops, monitors and updates the project cash flow and financial forecasts
- Manages dates, operations, tasks and scheduling in current software system

Qualifications for ESC operations

- Ensures all specialized materials are ordered in a timely manner
- Assesses project risk and formulates mitigative contingency plans
- Implements quality standards, reviews project deliverables and communicates variances accordingly
- Adjusts project scope, with project sponsor approval, and schedule as

- Identifies project performance issues, analyzes and addresses them in a timely manner
- Represents and promotes the project and its contribution to company goals