



## Example of Operational Support Job Description

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Our company is searching for experienced candidates for the position of operational support. To join our growing team, please review the list of responsibilities and qualifications.

### Responsibilities for operational support

- Assistance to the Sponsor with confidential-informant validation for the Sponsor's programs by using operational tools such as operational testing, psychological analysis, polygraph and file reviews so that relevant counterintelligence and security concerns are addressed in a timely and systematic fashion
- Assistance with the development of confidential-informant and technical targeting packages
- Development of operational proposals for consideration by the Sponsor's operational elements
- Preparation of operational correspondence for confidential-informant cases (e.g., message traffic, files reviews, operational plans, and spot reports)
- Operational support and assistance to the confidential-informant cycle in support of the Sponsor's efforts to spot, assess, develop, recruit, and manage confidential-informants
- This position is critical to maintaining a disruption-free setting in which to deliver virtual class events
- Thoroughly evaluate and assess request to verify legitimacy of request including review of the scope order to ensure compliance
- Responsible for evaluating written order to confirm compliance with Rights to Financial Privacy Act (RFPA) and Notice to Consumer
- Responsible for compiling all records to furnish to subpoena agency by deposition date and maintenance of completed subpoenas for record retention compliance

member authentication

## **Qualifications for operational support**

- Exceptional problem-framing and problem-solving skills
- 1 year of banking or financial industry experience (of which 6 mos
- Post-secondary degree or diploma in Information Technology or an equivalent combination of education and experience
- Advanced knowledge of Windows and Microsoft Office suite
- SQL Server, and AS400 – IBMi server an asset
- 3 years of data entry and customer support experience