



Example of Operations Principal Job Description

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Our company is searching for experienced candidates for the position of operations principal. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for operations principal

- Installation, configuration, maintenance and support of network & telephony infrastructure
- Offer deep subject matter expertise and act as a final escalation point within IT Operations for the resolution of all complex network technical incidents and problems
- Instigate and orchestrate complex changes to network infrastructure, in line with change control processes
- Support, coach and mentor the other members of the Network & Telephony Operations team, leading by example and deputising, where required, for the Network & Telephony Operations Manager
- A critical member of the help chain
- Provides deep operational leadership and guidance for the delivery of all Infrastructure and Applications services
- Collaborates with Infrastructure Towers, Service Management, and Tools to continually evolve and fine tune end-to-end monitoring, monitoring and CMDB integration, and reporting and dashboarding
- Collaborates with Major Incident Management to deliver high service availability, drive down incident resolution times, and reduce downtime
- Provides CHI operational governance to IT Service Providers in areas of operations delivery, process integration, monitoring tools integration, service level reporting, identification of service improvement opportunities and execution of action plans

Qualifications for operations principal

- Bachelor Degree in Computer Science or similar degree/experience
- Masters in operations research analysis or computational sciences or management science
- Expertise and skills use of operations research, data analytics and computational models, simulation, and statistics in analysis of operational and organization problems
- Technical evaluation, technical analysis, technical writing, data analysis and data management
- Ability to work directly with client senior leaders, staff and all stakeholders
- Ability to obtain DHS Contractor Fitness