Our innovative and growing company is hiring for an operations principal. 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 operations principal

- Coordinate, manage, evaluate, document and support the introduction and transition of new services
- Oversee operational turnover and operational readiness to ensure appropriate operational support is in place for new and/or expanded services
- Seek opportunities to introduce automation into IT Operations management and processes
- Acts as an escalation point for operational issues
- Works across all IT Towers and Applications groups to help design and deploy operations management solutions
- Works directly with users, developers, other Engineers, vendors, and Service Providers to improve service delivery, reduce major incidents, ensure positive trends in all operational metrics
- Stays apprised of emerging operations technologies and management processes
- Develops IT Operations roadmap
- Advise Sales Leadership on a myriad of performance metrics of their sales teams
- Discover insights that allows for improved performance and best practice development both within the division and cross divisionally, resulting in the optimization of Sales as a resource to the company

Qualifications for operations principal

- Deep experience in operating systems (Windows / OS X / Linux)
- Must have soft skills to create usable training materials and deliver training sessions both live and recorded
- Root Cause Analysis using multiple methods such as fault trees, KT analysis, 5 Why's
- Working with support group personnel, (Maintenance, Safety, Engineering, Production Planning, Quality)
- A minimum of 8 years prior work experience