



Example of Operations Support Lead Job Description

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Our company is looking to fill the role of operations support lead. 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 support lead

- Support the development and planning of the LT meetings and work closely with the VP, S&O to define the agenda topics and partner with functional leaders to coach and develop presentations in preparation for the SLT meetings
- He/She will be responsible for driving standardization, product support, and adoption of various initiatives within Appbank
- The individual must be highly motivated and be able to work independently under pressure, face-off senior folks within operations and application development team and work within a global context
- Candidate will also be responsible for communication and escalation, liaising with other regional teams
- A key part of the role will be partnering with vendor and manage them to deliver the daily operational activities
- Audits data and issues within the IBX (e.g., local practices/operations against system requirements/Global Charter), creating custom reporting to further understand and analyze the issue, and recommends corrective actions/resolutions
- Overall local team management with function leads including identifying recruitment need, hiring, training
- Works closely with the Field Organization to identify business issues to map out possible solutions
- Entitlement accuracy (Process Improvement) – work with Field Planners and

- Process documentation (Governance) work with FSL and Country Hub Planners to document the different processes

Qualifications for operations support lead

- Provide technical and management support to leverage and enhance National/Intelligence Community IT efforts, Intelligence Community-Information Technology Enterprise (IC-ITE) and Joint Information Environment (JIE) equities in order to improve the Navy's capabilities to achieve core Information Warfare (IW) functions of Battlespace Awareness (BA), Integrated Fires (IF) and Assured Command and Control (AC2)
- Maintain and modify as necessary current Navy TEN CAP project management databases (Microsoft Access) and create new ones as required
- 8-10 years of total IT experience including applications support for both mainframe applications & open systems
- Team management experience, for both onshore and offshore teams
- Experience in Qlikeview, Xcelerate/TBMS, StreamServe, WAS, C++, Oracle PL/SQL, MS SQL, Java, Apache Tomcat, AIX, Linux, COBOL2, CICS, EasytrievePlus, JCL, DB2, VSAM will be a plus
- Diploma/degree holder in Computing or related disciplines