



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

- Be the front door to the organisation for all operational DACE needs
- Developing a great relationship with D&T (IT), associated 3rd Parties, peers within DACE and the end user community
- Being focussed on providing a great service and providing value add SME
- Managing a complex mix of work within tight timescales and budgets in an agile way that ensures maximising our value opportunity
- Be seen to be the 'can-do' enabler and SME for the user community, understanding and delivering their training needs
- Be a subject matter expert for a selection of DACE capabilities across traditional, open source and cloud based environments
- Develop and utilise your existing network outside and/or within the organisation to share, learn, develop new and enhance existing capabilities
- Host site audits of Third Party group from internal auditors outside regulatory authorities
- Negotiates and exchanges information with all levels of management
- Create quality and peer review checklists

Qualifications for operations support lead

- Knowledge of post-trade functions such as Confirms, Settlements, Custody, Corporate Actions, Books & Records etc is preferred
- Strong service orientation in taking ownership, accountability and follow up

- Familiarity with distributed technologies - C, C++, Sybase, UDB, JAVA, messaging architectures
- Excellent communication skills are also required as there will be a large exposure to business users and technology management across the globe
- B.E., MCA (or equivalent) or higher, Computer Science major is preferred