



Example of Operations Support Senior Job Description

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

Responsibilities for operations support senior

- The ability to manage customer relationships, their expectations and to understand the requirements of the business to ensure they are translated into a technical delivery
- The ability to deal efficiently with escalations and difficult situations/people whilst under pressure
- A high level of interpersonal, communication, organisational and decision-making skills
- Information Technology Infrastructure Library V3 certification or the equivalent experience
- Open and transparent, with a self organised working style
- A proactive worker with the ability to show initiative
- Experienced with service desk and desktop applications (Remedy, Excel, Word, Windows, Access, Outlook, Microsoft Projects, Visio and PowerPoint)
- Able to deliver high quality documentation
- Able to keep your technical skills and information up to date and in line with industry developments
- Experienced with management, the organisation of tasks/projects and external resources

Qualifications for operations support senior

- Ability to effectively document overall business processes and

- Possess a collaborative working style and the ability to work independently in a team environment
- Must have strong project management skills, from planning, organizing, problem-solving and communicating across key project stakeholders to meet project objectives in a fast paced environment
- Ability to multi-task and manage parallel time-sensitive projects, leveraging strong time management skills to meet assigned and unexpected deadlines
- In addition to job duties, individual must be a good communicator and team player
- 15 + years' of experience in top consumer and/or technology companies with extensive experience driving strategic business cycles