



Example of Operations Support Senior Job Description

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Our growing company is hiring for an operations support senior. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for operations support senior

- Project management for customer org migrations including reviewing requests, scheduling and execution
- Support custodian activities
- Drive root cause analysis of HSM related incident tickets end to end and provide updates to Platform Governance
- Plan and run periodic HSM maintenance and restart activities
- Maintain technical and functional knowledge on HSMs supported
- Sort through ambiguity that sometime arises on high priority incident restoration and come up with plans for restoration
- Provide direction and leadership to attain faster restoration on certain incidents
- Assist the Technology Command Center in running incident restoration calls
- Clearly communicate relative to who needs to take the next action and solicit next steps to continue to come up with other ideas for incident restoration should our first step not fully restore service
- Communicate impact to stakeholders in succinct form and in real-time (or timeline manner)

Qualifications for operations support senior

- Completion of industry certifications in related areas of specialty MCSE, ITIL, PMP, and leadership training is considered an asset
- Minimum 8+ years sourcing/recruiting experience with at least 5 years in a

- Demonstrated track record of developing business strategies based on business objectives and executing programs that deliver measurable business results
- Experience in credit card industry and superior ability in mobile and ecommerce a plus
- Experience in developing and implementing successful loyalty programs preferred
- Experience in driving market conversions and/or adoption of new categories and sales and/or trade marketing experience a plus