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

- Participate in Accelerated Problem Management meetings on incidents
- Collaborate with ITSM – Problem Management to be able to close the loop and report back to the platform and/or application teams the issues and findings in order prevent these same service interruptions in the future
- Work with the platform and application teams to better understand their environments and applications and come equipped with that knowledge to war rooms to be able to assist with faster restoration
- Obtain additional knowledge of the underlying architecture of these platforms and applications to be able to help restore incidents faster
- Act as domain expert and point of contact for internal partners and vendor partners in key work streams such as user safety issues
- Build and interpret reports and dashboards to monitor and investigate operational trends
- Join the team's on-call rotation, investigate and resolve high-profile escalations thoroughly and turn around any incidents or negative trends in operational work
- Act as domain expert and point of contact for internal stakeholders and vendor partners in key work streams
- Identity and help resolve issues specific to the Japanese market and work closely with stakeholder teams that are based in the region
- Report issues with internal tools to engineering teams

- Bachelor's degree or higher preferably in either Accounting, financial management, project management, or Internal Controls
- Project management experience and data analytics experience preferred
- 5 years experience managing technical/expert teams in SaaS software or technology company
- 5 years experience in a technical/product support role as an individual contributor (candidate directly solved problems)
- 5 years experience in digital advertising / AdTech
- High-energy leader with a proven record of quarterbacking the most complex and highly visible escalations within the company and with external customers