



# Example of Operations Support Job Description

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

## Responsibilities for operations support

- Diagnose and fix (based on run-book and knowledge) Incidents which are raised through Monitoring Tools, or via the Production Conference Bridge
- Work with other teams to add additional run-books and maintain existing run-books
- Work with 2nd and 3rd level IDS teams to implement Incident fixes, work-around and data recovery
- Open, update and closing of OIR's (Incident tickets) according to IDS standards
- Escalations to IDS's third party vendors and IDS teams according to IDS standards
- Responsible for purchase requisition accuracy and specifications
- Lead and manage requisition process with sourcing for PO issuance
- Monitor and maintains purchase orders till closure, backlogs and delays and weekly report out
- Internal POs - Ensure timely closing & payment of Internal PO's including resolving issues of IBS Rejects / Holds
- External POs - Support and guide various Vendors on scanning their Invoices with Bank details, PO's, and DN's to our new E-Invoicing Apex Markview Portal – to - ensure all TC Vendors Invoices 100% upload and receiving receipt in the Oracle system

## Qualifications for operations support

- 3 to 5 years of previous experience as change manager
- Ability to take decisions in face of heavy pressure
- Clear understanding of change terminology, ITIL essentials certification is desirable
- Good business and customer understanding abilities
- Review assigned service calls for completeness and accuracy