



Example of Ops-Support Job Description

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Our growing company is looking to fill the role of ops-support. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for ops-support

- Managing organizational announcements and communication bulletin boards
- Develops and manages a sales reporting system that will provide data and analysis for Sales Support teams use, strategic data analysis for sales management requirements
- Work in a UNIX/Linux environment to support and manage distributed software running with Oracle databases for large-scale, performance-critical and highly available distributed systems
- Partner with engineering teams to debug software programs, make enhancements to existing software systems, and design and develop software features to ensure systems are scaled and supportable
- Devise and set standards around software maintainability, and design and implement automation for manual tasks to improve efficiency
- Use SQL, Ruby, Perl, Java and Business Intelligence Analytics to collect and publish operational metrics and analyze trends
- Maintain a high level of user expertise regarding PARTS+ recordkeeping system and other internal systems
- Process participant adjustments and plan inquiry changes as requested by change requests (CRs) through Star Team
- Work with the fellow Operations Support members, System Analysts and other internal departments on the completion of projects such as on Fund Family Fund Swaps
- Execution of assigned Fund Swaps, via AWD

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- Ability to multi-task and manage multiple issues, projects, and/or duties simultaneously—including resources, priorities, and timelines
 - Experience with network monitoring systems (Netcool, Big Brother), ticketing management systems (like Remedy) and video analysis/tools such as Tektronix Sentry, IQ plus
 - Be flexible, adaptable and results oriented
 - Be amenable to dedicate overnight shift
 - Windows, Unix (Solaris) or Linux
 - Service Desk Management Tools