



Example of Ops-Support Job Description

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Our company is looking for an ops-support. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for ops-support

- Flexible for additional ad hoc projects as determined by the Director, Operations Support
- Provide support for price break and missed dividend corrections
- Draft and submit system Change Requests for programming changes needed to correct defects or effect participant and plan level adjustments
- Provide recommendations on potential opportunities for further enhancements opportunities for efficiency gains and present to Management
- Manage data related tasks for ad hoc conversion projects, such as de-conversions, as needed
- Assist with CR trending and root cause analysis, collaborating with other members of Operational Shared Services, other business units
- Partner with engineering teams to debug software programs, make enhancements to existing software systems, and design and develop software features to ensure systems are scalable and supportable
- Monitoring emails and ticket for changes in computer assignments and new computers assigned
- Keeping purchasing records and documentation, and
- Data entry in spreadsheets and a computer inventory software

Qualifications for ops-support

- Bachelor's degree in Business, Management, Finance, Marketing
- A minimum of 5 years of related business experience in project management with experience in delivering sales and marketing focused projects is highly

- Willingness to support remote project locations for extended time periods, within or outside US
- Proven record of delivering on business goals and strategy
- Experience managing projects and program execution
- Must have at least 2-3 years Telecom experience