



Example of Service Operations Job Description

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Our company is growing rapidly and is hiring for a service operations. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for service operations

- Have a solid grasp of post sales and professional services business functions, including sales, training and enablement and project/program management, customer success, customer support and consulting services operations
- Directs and coordinates the development and implementation of repair process activities with in the Service Operations Repair Center to meet global fill-rate targets, quality criteria (DEFOA's), and cost objectives (AOP)
- Selects, develops, leads, coaches and evaluates personnel to ensure efficient operations
- Educate, motivate, lead, guide, and direct all assigned representatives to reach their highest potential
- Troubleshoot any issues representatives are experiencing with internal systems
- Follow the LTOW Process
- Have the ability to work on SharePoint sites and close them as needed daily
- Holding regular service review meetings with our vendor, managing two support staff directly that support Front Office
- Manages service desk staff to identify, prioritize and resolve problems with information technology products and services in a timely manner
- Leads and coordinates major incident management

Qualifications for service operations

- Good understanding of impact and importance of storage services to customers

- Ownership and governance around Transition to Service process
- Ensure robustness of overall Change Management process
- Take the lead on Problem Management
- Previous experience of leading and developing a non-project team