



Example of Service Operations Job Description

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Our company is hiring for a service operations. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for service operations

- Understanding of ITIL aligned Incident, Problem and Change processes
- Diagnose technical problems, determine corrective actions, and repair products via remote or on-site service
- Coordinate laboratory testing and notify field technicians if production tests have shown resolution of technical issues
- Monitor GMP Operations (~\$20M) to ensure compliance with budgets and provide recommendations to GMP management regarding allocation and prioritization of resources (effort, training, travel and procurements)
- Establish and cultivate business relationships with key support partners within WWISDM organization, across IT
- The active monitoring of the SITAONAIR infrastructure and services, analysis of network and system events, taking appropriate action to reduce or eliminate any service impact., including switch-over of Datalink systems
- Support global base of customers
- Issuing customer advisories and internal incident notifications
- Manages repairs requiring knowledge of procedures utilised within the international market place
- Ensures proper job management and cost control by reviewing service financial statements with mechanics

Qualifications for service operations

- Self-starter who can operate without day-to-day management oversight

- Directing all activities for and guiding operators and their activities for assigned area/shift in the execution of logistics plans (receiving, line supply, packaging, shipping)
- Operating shipping/receiving in accordance with Food and Drug Administration guidelines, Good Manufacturing Practices and Hazard Analysis and Critical Control Point / Safe Quality Food program guidelines
- A bias toward leading change through collaboration and persuasion
- 2-4 years of contact center supervisory experience