



Example of Support Center Manager Job Description

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Our innovative and growing company is looking for a support center manager. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for support center manager

- Oversees the process for validating/maintaining licensure for nursing staffing in accordance with regulatory standards
- The Contractor shall provide a MSC/Bn Command Language Program (CLP) Manager, providing advice and guidance to the S3 and the Commander on intelligence-related foreign language training, and serving as the primary point of contact for resource management of the CLP
- The Contractor shall maintain language training programs for the MSC and subordinate elements, utilizing knowledge of intelligence collection processes and procedures in HUMINT, SIGINT, and Counterintelligence (as appropriate to the unit's mission)
- The Contractor recommends language training requirements and coordinates joint-service language training to meet training needs including increased language proficiency
- The Contractor serves as the technical authority on language training programs for the MSC/Bn, interprets existing regulations, and develops Standing Operating Procedures for subordinate units
- The Contractor serves as the functional expert for operational intelligence-related and global language training programs for subordinate Active and Reserve Component units
- The Contractor provides recommendations for the development of Command policy and guidelines for the identification of foreign language training requirements, the assessment of language training needs, and the planning and implementation of language programs
- The Contractor will remain current on new and non-traditional second

- The Contractor develops innovative distance learning programs to leverage technology, computer-assisted instruction, and comprehensive teacher training programs
- The Contractor tailors programs relating to the Army intelligence environment, integrating global and occupational language skills

Qualifications for support center manager

- Crystal Report Development experience, including the utilization of sub reports to resolve data from multiple data sources, SQL embedded reports, while heavily considering accuracy and runtime performance
- University degree, preferably in an HR related field
- Previous experience in working in a matrix organization is a major plus
- Mainframe and Enterprise System components (TSO, SDSF, JCL, CICS, DB2, JES2, SYSVIEW, Control-M, and WLA)
- Cyber Security protocols
- ITIL Certification or Practitioner certification