Job Category – Service Management and Operation
Competency Level – Specialist

General Job Descriptions:

1. Prepare management and technical reports for information and/or decision of senior level.
2. Improve service commitment by periodically survey users about service quality and solicit improvement suggestions.
3. Provide 2nd level support to frontline operations staff. Manage the third level support (in-house and/or vendor) to trouble-shoot and resolve operation problems.
4. Provides technical expertise and overall management of IT infrastructure technical management
5. Supervise frontline operations staff (computer operators, network, help desk, technical support)
6. Enforce full compliances of security standards in terms of data center physical security and information access control.
7. Analyze current systems usage against planned capacity, and recommend solutions and preventive actions that meet both present and future needs.
8. Work with hardware and software vendors on software version upgrade, configuration changes, technical support and product evaluation.
9. Prescribe and ensure documentation standards and ensure all operating procedures are up-to-date. Implement cost-effective physical and logical security solutions to protect company assets.
10. Implement appropriate service asset and configuration management process.
11. Enforce established change and problem management procedures.
12. Ensure reliable facilities are provided to data center.
13. Follow established release management process to implement system changes.

Suggested Title:
System Operations Specialist

Relevant titles in the industry :
•   Help Desk Supervisor
•   Help Desk Manager-in-charge
•   Computer Operations Supervisor
•   Network Supervisor
•   Network Operations Officer

- Business Support Officer - IT outsourcing
- Operations Support Manager
- Senior Operation Analyst
- Senior Technical Support Analyst