



# Digital Operations Supervisor

ES-14337

Our Partner is looking for a Digital Operations Supervisor

## **Key Responsibilities:**

- Partner with internal and external stakeholders to identify digital solution opportunities by analyzing processes and assessing feasibility for either automations or reports
- Support existing processes and implements change requirements as part of a structured change control process
- Understands content and structure of business reports and dashboards. Knows data sources and data flow to dashboards; extracts, summarizes, cleans up raw data
- Basic understanding of enterprise system landscapes and related reporting capabilities
- Knows & applies troubleshooting steps as required, escalates to IT as required
- Evaluates large volumes of complex data and builds actionable reports
- Supports the detailed design and development of dashboard reporting and visualization tools (MSBI)
- Oversee operational support for productionized DAaR reports and dashboards.
- Management of access security to PowerBI dashboards. Provides ad-hoc reporting and project support, provide input to new report development. Leverages various reporting and data tools (BI tools, excel, SQL).
- Maintains and ensures confidentiality of information/ materials
- Leads digital solutions through life cycle for completion (i.e. process feasibility assessment, preparation, documentation, development, testing & go live/production)
- Apply project management methodology and processes to define, plan, cost,

resource, track and ensure the accomplishment of targeted goal for digital solution implementation

- Proactively manage changes in project scope, identify issues, and devise contingency plans, as well as own communication and change management plans to operational teams, business leads and project stakeholders.

- Accountable for delivery deadlines
- Provides support of standardization models to both 3rd party and internal digital solution providers
- Support the management of day to day operational activities with 3rd party service providers.

Central point of contact for all operational activities, ensuring services are delivered according to

agreed SOW and KPI's. Escalate issues to manager as necessary. Ensure weekly meetings are

held, participate on Monthly Service Review meetings

- Manage and recruit right size, type and quality of talent to ensure delivery of quality and timely

services as defined by our SLAs

o Recruit and train necessary talent to ensure success of the Support team

o Ensure process, policies and procedures are being adhered to at all times

- Prepare regular and special periodic reports to evaluate performance and results as defined and

agreed with your Manager. Recommend improvements where applicable

- Work with all levels of the organization to complete work
- Partner with IT for case/issue resolution in a timely manner. Work as team to develop system

solutions and improvement

### **Required Skills:**

- Microsoft Office Suite (Word, Excel, PowerPoint)
- Results oriented, able to develop and execute plans to achieve objectives
- Demonstrates organizational skills and dependability
- Self-Starter who is able to learn new skills with minimal guidance
- Excellent verbal and written communication skills
- Excellent facilitation skills
- Presents self professionally

### **Desired Competencies:**

- Process driven
- Analytical - Develops solutions to problems, which require the regular use of ingenuity and creativity
- Detail oriented with a continuous improvement mindset
- Business process knowledge

- Relationship management
- Strong interpersonal and communication skills with the ability to collaborate, influence, facilitate and document to all audiences
- Strong customer focus with high consultative skills
- Presentation Skills
- Basic project management skills - ability to work on special assignments with general guidance
- Six Sigma or lean GB training / certificate

### **Technical Skills:**

- Data Analytics (SQL, Microsoft Power BI, Power Pivot, Visual Basic/macros, Automation software/platform experience etc,)
- Technical Aptitude in .Net (Visual Studio, C#, etc), Java, or scripting languages (Python, R, JavaScript, etc,)
- Microsoft Visio

### **What our Partner offers:**

- Career opportunity
- Competitive salary and compensation package
- Modern, dynamic work environment
- Partial HO opportunity Location: Budapest