

**Job Title** Technical Operations Specialist

**Short Description** We are seeking a Technical Operations Specialist to join our Member Digital Experience team.

The Technical Operations Specialist is responsible for the technical tasks that are required to operationalize our product offerings. The Technical Operations Specialist supports business partners to ensure that all operational activities exceed the service level offerings in conjunction with business goals and objectives set for the enterprise. Proactively, the Technical Operations Specialist surfaces and obviates all unplanned issues early and leverages emerging technologies, new development, and processes to deliver best in class methods.

**Full Description**

Main Responsibilities:

- Responsible for the installation, set up and configuration of all designated technical products, conducts meetings with customers and third parties to understand and document business requirements, performs testing, and validation of proper functionality.
- Manages support cases queue, provides clear and timely updates, and works with other case stakeholders to set expectations.
- Performs product demonstrations for customers, potential partners, and integrators, conducts product Q&A with prospective clients, performs data contribution review as part of the sales process and research potential integration opportunities as part of proposal discussions.
- Establishes and maintains operational product documentation such as procedures, checklist, forms, and test scripts.
- Performs data analysis and provides product utilization reports to management and other stakeholders.

Desired Qualifications:

- Bachelor’s degree or equivalent relevant experience
- Minimum 3 – 5 years of related experience
- Knowledge of project management process concepts
- Excellent verbal and written communication skills
- Strong analytical and technical problem-solving skills
- Technical project management experience
- Familiarity with Rest APIs, JSON and Postman

Corporate One Federal Credit Union is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, disability, age, or veteran status.

To Apply:

<https://recruitingbypaycor.com/career/CareerHome.action?clientId=8a7883c6661393480166369915551dbf>

<b>Education</b>	Bachelor's degree
<b>Additional Comments</b>	About Corporate One:  We are a leading wholesale financial services provider to more than 700 of America's credit unions. As a trusted and highly respected investment, funding, and payment solutions partner to credit unions for more than 70 years, Corporate One has developed innovative solutions for credit unions throughout our history. We, along with our subsidiary companies, Lucro Commercial Solutions, Accolade Investment Advisory and Sherpa Technologies are committed to our member credit unions and their mission to help their communities thrive.
<b>Credit Union</b>	Corporate One Federal Credit Union
<b>State</b>	Florida
<b>Contact Name</b>	Roberta Rayford
<b>Email</b>	rrayford@corporateone.coop
<b>Phone</b>	904-861-6816
<b>Fax</b>	
<b>Expiration Date</b>	09/16/2022