

Operations management responsibilities essay

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Common operations management responsibilities

The operations department is a crucial department in any organization at large. In the telecommunication industry, operations managers play pivotal role in advising the executive. One of the responsibilities that one does as an operations manager is to ensure that the overall operations of the company run as expected. Monitoring of services whether internal or external is one key responsibility. The company infrastructure that was implemented ensures that the right standards are followed in most processes. The company infrastructure meets the standards defined by company organizational levels. In addition, the manager is responsible to ensure the equipment is always operational. The operations manager has to supervise networks architecture like LANs, WANs, Telephone systems, World Wide Web facilities and other different application specific equipments.

Mostly, the operations management department will have the responsibility to monitor the infrastructure, assess their effect on business progress, and provide a report of that business progress. The department is required to advise and coordinate on the adaption of new technologies, migration to other platforms among other duties. Problems arising in the telecommunications infrastructure, whether mechanical or service delivery related, should be identified and resolved by this department. Most of the projects that will be implemented in the organization consequently are supported by the department since it has a wide knowledge on the operations of the company. Should the department be unable to handle some projects first hand, then still, it has the responsibility of close coordination of those projects. It is to be noted that operations department

work is an ongoing process that needs constant review and modification.

Operations manager and the entire department determine the equipment to be disposed and those to be acquired, due to this it is therefore one of the duties of this office to ensure that the budget is acceptable. The department together with the finance department should be in constant harmonization when making the budget.

In general, the operations department is tasked with ensuring that the activities that are undertaken in the organizations go out as planned. The operations department coordinates the activities that take place in an organization. Many companies find this department indispensable.

Bibliography

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