

# technical operations analyst



**Bellomy, a dynamic market intelligence consultancy,** has an immediate opening for a knowledgeable, collaborative Technical Operations Analyst in our Winston-Salem, NC, headquarters. Bellomy is a leader in the development and deployment of technology to assist clients in achieving their business objectives. Whether it's our robust infrastructure, our use of leading-edge software and development tools, or the expertise of our IT professionals, Bellomy has earned the respect of clients, partners and industry experts.

The Technical Operations Analyst functions effectively with limited oversight and understands the importance of data integrity in terms of both efficiency and security. The Technical Operations Analyst identifies any defects in business models and operations and conducts research, investigates workflows and business procedures, and recommends and implements approved changes. In addition to data flow analysis, the Technical Operations Analyst assists in managing databases, maintaining operational systems, and implementing disaster recovery processes, and also performs deployments of new releases of our custom software.

The Technical Operations Analyst reports to the Dev Ops Manager.

## **Responsibilities:**

- Work with existing and newly developed in-house technologies to create customized operational processes for clients that bring together data and Bellomy's in-house capabilities to enable smooth execution of market research activities and information delivery.
- Work with open source technologies such as Python, jQuery, MySQL to customize operational procedures to meet each project's unique objectives.
- Setup data processing scripts and configurations.
- Establish site monitoring scripts and processes.
- Diagnose and correct issues with data flow, data calculations, etc.
- Work with the development team to resolve bugs and issues in the software.
- Create documentation of all operational solutions.
- Monitor operational systems.
- Install server software on Windows and Linux.
- Monitor and maintain databases.
- Monitor and maintain data security.
- Design and implement data backup processes.
- Maintain and improve disaster recovery protocols.
- Deploy new software updates and assist in streamlining these processes.
- Communicate proactively with the project team to stay on top of schedules, requirements and deliverables.

## **Requirements:**

- 1-2 years working knowledge of standard systems technologies including: SQL, Linux, Windows
- Solid understanding of databases and SQL
- Some Python experience is ideal but not required



# technical operations analyst



## Requirements (cont.):

- Some knowledge of JIRA or other service management tools is ideal but not required
- Some experience in DevOps is ideal but not required
- Excellent interpersonal communications skills
- Communicates proactively
- Detail and task oriented. Seeks/accepts responsibility. Plans and manages assigned projects using established procedures
- Organized, prioritizes well. Demonstrates a strong work ethic. Self-motivated
- Produces high-quality work, confirms all deliverables, uses multiple systematic checks to insure accuracy of deliverable
- Service oriented. Understands role as a support person for other departments in the company.

## Education:

The ideal candidate should have a bachelor's degree in IT related field and have at least some working knowledge of software development practices.

Candidates must be lawfully and fully (without restriction) employable in the United States, either by citizenship or by authorization from the Department of Homeland Security and the Labor Department.

Qualified candidates: please send **RÉSUMÉ, SALARY REQUIREMENTS, AND A COVER LETTER** indicating how your skills and experience match our requirements to [careers@bellomy.com](mailto:careers@bellomy.com).  
No phone calls please.