Syz

Head of Operational Support

Experience level : Senior

Entity : Bank Syz

Office : Geneva

The Head of Operational Support is responsible for overseeing the day-to-day activities of the Operational Support team, ensuring efficient task organization and smooth operational execution.

This role is accountable for maintaining high service levels, setting priorities, managing exceptions, and ensuring seamless support to internal stakeholders.

As the primary escalation point for operational support issues raised by his team or internal clients, the Head of Operational Support also serves as the key representative in both internal and external meetings concerning operational support, ensuring an optimal relationship with our internal stakeholders as well as with our provider Lombard Odier.

The role involves close collaboration with the Head of Operations and the Head of IT Operations to report specific issues and provide regular statistics and reporting on team activity and performance.

As a people manager, the Head of Operational Support is committed to fostering employee development, supporting skill enhancement, and promoting a culture of continuous improvement.

Key responsibilities

- Establish and monitor the appropriate organization allowing efficient management of all operational support activities by the team

- Monitor daily issues, define priorities, assign tickets and manage activities and resources accordingly

- Make timely decisions to identify and implement the most efficient solutions to escalated issues

- Communicate effectively to gather appropriate and accurate information regarding issues being managed and/or escalated

- Ensure service quality meets established and expected level/standards and implement and monitor KPIs accordingly

- Act as the initial escalation point and ensure that timely and regular feedback is provided

- Serve as the key representative in both internal and external meetings concerning operational support, ensuring an optimal relationship with our internal stakeholders as well as with our provider Lombard Odier

- Ensure proper case traceability by keeping all ticketing tools accurately updated

- Escalate and report issues to the Head of OPS & Head of IT OPS when appropriate

- Lead a team of several people, ensuring employees development and coaching

Your profile

Professional experience

- 8-10 years' experience in banking operations with a focus on supporting functions - Focus on OPS & IT issues management

- Successful experience in leading and managing versatile teams, particularly in operational support functions

- In depth knowledge of private banking working environment is a must

Professional competencies

- Strong expertise in banking operations and/or help desk and/or support to Front Office

- Strong expertise in issues management & reporting

- Very good knowledge of banking transactions process and tools

- Solid leadership and people management skills with the ability to build synergies in the team

- Ability to work with a mainstream ticketing too

Personal competencies:

- Solid time management, organization and prioritization abilities

- Strong client and service orientation with good business acumen

- Good analytical & problem-solving skills

- Very good learning and adaptation skills

- Excellent verbal and written communication skills

- Proactive and solution-oriented attitude

- Team player, entrepreneurial approach and integrity

- Hands-on, results focused, with the energy and commitment to drive delivery

- Flexible and ability to work in a multi-tasking and demanding environment

Language requirements:

- Proficient in French and English (both oral and written)

IT Skills:

- Proficient in Office Suite 365 with a focus on Excel application formatting and formula

- G2 suite knowledge is a plus

- Ticketing tool mandatory - Jira is a plus

Education:

- Apprenticeship or higher degree in Finance-Banking