

eCommerce Operations Analyst

(Company Description and Introduction)

(Position and Team Description)

Position Responsibilities

- Support daily operations of web and mobile eCommerce channels.
- Seek out operational trends and potential issues that may have resulted from past code changes by monitoring site performance.
- Monitor site in test environments - defining site performance guidelines (page load, response time) for new development.
- Serve as the point person for production issues and escalations working with customer comments group to identify.
- Coordinate and support eCommerce team's third-party partner tools; Dynatrace, Tealeaf, Adobe, Akamai or AEM.
- Define, refine and report on key operational measurements including application performance.
- Monitor APM (Application Performance Management) scripts used to assess web performance and ensure site reliability.
- Analyze, troubleshoot and report on user site interactions through IBM Tealeaf tool.
- Identify, investigate, analyze and provide recommendations on industry leaders and future third-party partners.
- Collect and update critical performance metrics from third-party tools for communication to eCommerce business partners.
- Partner with IT and Business Analyst groups on eCommerce operation tasks and topics.

Minimum Requirements

- Bachelor's degree.
- 2+ years in eCommerce, quality assurance or a related field.
- Prior experience and / or knowledge in Quality Assurance, Application Performance Management, Customer Experience Management preferred.
- Strategic and tactical business skills and a passion for using tools to drive better decision-making.