



CONTACT:
Mike Whaley
Help Desk Manager
MWhaley@BlueHillData.com

JOB DESCRIPTION

November 2021

TITLE: Help Desk Analyst

DEPARTMENT: Client Services

REPORTS TO: Help Desk Manager

SUMMARY

Interface directly with clients and internal staff to provide hardware, software, network and applications problem resolution. Respond to inquiries and requests for assistance with the organization's computer systems. Identify problems, troubleshoot and provide advice to assist users. Coordinate with other IS areas to resolve problems if necessary.

RESPONSIBILITIES:

- Receive incoming calls and emails from clients requiring assistance
- Document problems, service requests, change request and solutions
- Analyze problems, diagnose problems, and resolve when possible
- Dispatch unresolved problems to proper support area and assist in the resolution of problems
- Monitor multiple computer environments and system backups
- Resolve password/sign on problems
- Follow-up on client satisfaction of problem resolution
- Perform routine production control/scheduling procedures
- Schedule maintenance upgrades and installation of new software with clients and internal staff
- Notify clients and internal staff of system unavailability due to scheduled outages or component failures
- Review turnover log, daily checklists, and follow-up on production errors when required
- E-mail checklists and related production information to specific clients on a daily basis, or when requested
- Perform scheduled system health checks using various monitoring tools
- Perform other duties as requested by staff/management.
- Be proactive with ideas and solutions to improve team

REQUIREMENTS:

Education: Minimum H.S. Diploma
Experience: Minimum 3 years Help Desk



CONTACT:
Mike Whaley
Help Desk Manager
MWhaley@BlueHillData.com

ABOUT BLUE HILL:

Blue Hill Data Services helps commercial and government customers reduce their operating costs and minimize risk by providing fully managed 24/7 data center hosting solutions, and a full array of complementary IT support services including remote management support.

All services are delivered from On-Shore, USA, supporting customers worldwide and from all industries since 1994, with a production data center that has never lost utility power, and three backup data centers. We meet all regulatory compliance and audit requirements necessary to support our growing customer base.

Our differentiation is providing customized solutions, flexibility both in contracts and solutions, cost effectiveness, and personalized attention. A customer's data center environment can be hosted within Blue Hills' private cloud, or Blue Hill support services can be provided remotely to the customers' site.

Specializations include:

- Mainframe-as-a-Service (MFaaS) solutions, including all managed services offerings
- iSeries-AS/400 hosting and Managed Services
- Applications support and maintenance. These services help customers mitigate the risk of a retiring workforce supporting MF legacy applications. Customers also utilize these services as a necessary step in the roadmap to eventually transform their applications to newer technologies.
- Open Systems hosting and Managed Services
- Dedicated Disaster Recovery and Business Continuity solutions
- Colocation Services

Our deep Mainframe and Mid-Range technical skills and longstanding experience enable us to support our customers' legacy environments as well as implement new technology solutions. Acting as our customers' partner, we help address the need to maintain their Mainframe environment, either indefinitely or until they choose to get off the Mainframe, providing flexibility in reducing costs as utilization decreases.

We are proud our customer satisfaction 100% - we have never lost a customer due to poor service.