



**CONTACT:**  
**Ana Andrade**  
Director, Operations  
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## JOB DESCRIPTION

June 2022

**TITLE:** Senior Computer Operator – Night Shift  
**DEPARTMENT:** Operations  
**REPORTS TO:** Computer Operations Supervisor

### SUMMARY DESCRIPTION:

Responsible for all computer room activities under limited supervision. Successful completion of all computer operations procedures in a multi-system computing facility during assigned shift. Functions include submission of jobs and reviewing run results, console monitoring, first level problem determination and correction, job logging, and hardware services calls.

### DUTIES AND RESPONSIBILITIES:

- Must have basic operations knowledge
  - Understanding of Scheduling tools or applications
  - Basic understanding of JCL (Job Control Language)
  - Perform system backups
  - Perform system IPLs for different platforms
- Conduct Operations Production task:
  - Monitoring of Mainframe, Open System and Network. Including their corresponding console or GUI
- Perform jobs duties as delegated by operations supervisors
  - Login to all customers' accounts even if not assigned to you and be able to work as a team.
  - Respond to all email request, abends and alerts of customers assigned to you in a timely manner
  - Issue DR,L & D GRS,C on MVS consoles, REPILD on VSE, and DSPMSG QSYSOPR on AS/400.
  - Read new emails and flagged emails from Operations Mail
  - Clean up and maintain your Outlook inbox
  - Complete client and department shift turnovers
  - Ensure all scheduled jobs are completed in timely manner
  - Update tickets correctly: documenting: who was called, what was said or done, and what the resolution was. Only then close or resolved tickets
- Provide professional and courteous client support
  - Handle client production request efficiently
  - Respond with appropriate actions and escalations
  - Troubleshooting issues and incidents as requested by each client
  - Follow their on-call guidelines
  - Open, update and close tickets with all information



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- Review and Identify client operations documentation for accuracy and completion
  - For new process create new documentation, have the customer and supervisor revise it, ask your supervisor to add it to the shared drive and distribute it to all operators.
- Follow established guidelines and company standards
  - Complete monthly Cyber security training for BH and required customers.
- Help identify and recommend workflow improvements
  - Customers schedules
  - Documentation
  - Training
- Mentor and train lower-level operations staff.

**REQUIREMENTS:**

Education: Minimum H.S. Diploma  
Experience: Minimum 3 year IS Computer Operations

**ABOUT BLUE HILL:**

Blue Hill Data Services consistently achieves 100% client satisfaction by providing Private Cloud and fully managed 24/7 data center hosting solutions, and a full array of complementary IT support services.

We deliver all services from On-Shore, USA, and since 1994 we have supported government and commercial clients, helping them reduce their operating expense, eliminate capital expense, mitigate the risk of a retiring workforce, meet all regulatory compliance and audit requirements, and achieve 100% client success.

Blue Hill specializes in all things mainframe, and also provides multi-platform services and infrastructure solutions. We have successfully carved out a niche in supporting Mainframe mission-critical applications Acting as our Clients' partner, we can support their environments either indefinitely or until they choose to get off the Mainframe, providing flexibility in reducing costs as utilization decreases.

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



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IT Managed Delivery Services and Solutions:

- Mainframe-as-a-Service (MFaaS)
- AS/400 - iSeries-as-a-Service
- Client-Server Systems Support
- Applications Development and Maintenance Support Services
- Disaster Recovery and Business Continuity
- Colocation Services
- Remote Support Services
- Consulting Assistance

Our deep technical skills and longstanding experience enable us to support our customers' legacy environments as well as implement new technology solutions.

We do not force clients to upgrade or change the way they are used to doing business, which makes the transitions seamless, minimizing risk and completing migrations in shorter timeframes.

We are proud of our 100% client satisfaction.