



CONTACT:

Ana Andrade
Director, Enterprise Operation
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Local Junior Operations Clerk Specialist in Pearl River NY area

Job Description

TITLE: Junior Computer Operator
DEPARTMENT: Operations
REPORTS TO: Computer Operations Supervisor

SUMMARY DESCRIPTION:

Responsible for completing daily operations tasks, including reading, and replying to emails, running mainframe batch jobs, responding to alerts, identifying system issues, and escalating issues. Following client checklists. Candidate must be motivated to learn basic commands in the Mainframe.

DUTIES AND RESPONSIBILITIES:

- Perform jobs duties as delegated by operations supervisors.
 - be able to work as a team
 - Respond to all email requests and alerts from customers in a timely manner.
 - Review emails for requests and issues
 - Clean up and maintain Outlook inbox using BHDS categories and flags to help all identify system issues
 - Complete client and department shift turnovers and client checklist
 - Ensure all scheduled jobs are completed in a timely manner, by performing frequent system health checks
 - Update helpdesk tickets: documenting: who was contacted, escalation and proper resolution for all tickets for future reference
- Provide professional and courteous client support
 - Handle client production request efficiently and timely
 - Respond with appropriate actions and escalations
 - Troubleshooting issues and incidents as requested by client
 - Follow client on-call guidelines and escalation assignments
- Follow established BHDS operations standards, procedures, and guidelines
 - Complete monthly Cyber security training for BH and required customers

- Help identify and recommend workflow improvements.
 - Customers schedules and procedures.
 - Documentation verification
 - On going training



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REQUIREMENTS:

Education: Minimum H.S. Diploma

Experience: Basic computer knowledge