



CONTACT:

Ana Andrade
Director, Enterprise Operation
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JOB DESCRIPTION

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



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- Open, update and close tickets with all information
- Review and Identify client operations documentation for accuracy and completion
- Follow their on-call guideline
- 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
 - Training
 - Customers schedules
 - Documentation
- Mentor and train lower-level operations staff

REQUIREMENTS:

Education: Minimum H.S. Diploma

Experience: Minimum 3 year IS Computer Operations

To Apply Please contact and send your resume to the respected Hiring Manager for this position!

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