Blue Hill Senior Computer Operator
JOB DESCRIPTION

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

SUMMARY DESCRIPTION:

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

DUTIES AND RESPONSIBILITIES:

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

- Review and Identify client operations documentation for accuracy and completion.
  - o For new processes to 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.
  - o Complete monthly Cyber security training for BH and required customers.
- Help identify and recommend workflow improvements.
  - o Customers schedules
  - o Documentation
  - o Training
- Mentor and train lower-level operations staff.
- Working remote option is not available.
- Working Nightshift will result in an additional 5% differential

REQUIREMENTS:

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

Contact:
Ana Andrade
Associate Director Enterprise Operations
AAndrade@BlueHillData.com