

Building Service 32BJ Benefit Funds Job Description Posting Health Fund

Job Title:	IT Operations Support Analyst
Labor Grade:	TBD
Department:	IT
Reports To:	Manager of Business Analysis
FLSA Status:	Exempt
Posting Date:	January 31, 2020

Summary: The IT Operations Support Analyst is responsible for scheduling and monitoring system jobs, performing system updates, as well as escalating and documenting issues. This position requires strong attention to detail.

Essential Duties and Responsibilities:

- Create monthly batch calendar and release batch calendars;
- Schedules and monitors system batches daily in production and test environments, including weekends;
- Follows established timeframes and adjusts schedules due to ad hoc requests;
- Performs analysis of batch results;
- Updates system factor tables;
- Updates security access;
- Supports operations of the applications;
- Triggers and monitors file transmissions;
- Ensures timely reporting of all production and test processing problems related to supported applications
- Accurately documents instances of application failures;
- Supports applications on-site and remotely as needed, including on weekends and off hours;
- Maintains support documentation;
- Tests the applications and documents test cases, test results, including defect descriptions;
- Position may be required to perform duties outside their normal responsibilities as needed and when requested; and
- Perform tasks after hours, on weekends, and as required by management/supervisory staff.

Supervisory Responsibilities: None

Qualifications: The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Strong attention to detail; a high degree of accuracy is required
- Problem solving skills
- Effective written and oral communication skills
- Very good organizational skills
- Ability to learn and adapt to change
- Ability to work in a team oriented environment

Education: Bachelor's Degree or higher from accredited college in Computer Science, Business or a related field preferred. Will consider equivalent experience.

Language Skills: Speak, read, write and understand English

Reasoning Ability: High

Certificates, Licenses, Registrations: None

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals to perform the essential functions.

- Under 1/3 of the time: Standing, Walking, Climbing or Balancing, Stopping, Kneeling, Crouching, or Crawling
- 1/2 to 2/3 of the time: Sitting, Reaching with Hands & Arms
- Over 2/3 of the time: Talking or Hearing
- 100% of the time: Using Hands

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 1/3 to 2/3 of the time: Work near moving or mechanical parts, exposure to radiation, moderate noise.

Candidates may submit their cover letter and resume to jobpostings@32bjfunds.com prior to closing date. Only those candidates under consideration will be contacted. No phone calls please.
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