Computer Operator

CDP is searching for a computer operator to join our team of operators that execute, monitor, and log batch processes for our various public health applications.

**Job Description**

You will be responsible for the execution, monitoring, and documenting of whether the batch job was completed. If an error occurs, you will need to follow the appropriate process to notify the product team by logging a support ticket, placing a phone call, or sending an email with detailed information on why the job failed.

Required:

* Six months of experience in Data Center Operations
* Excellent communications skills
* Identify file, system, and job errors and notify the product team
* Answering questions and troubleshooting issues from clients
* Log issues into the ticketing system
* Maintain and manage job processing logs and procedure manuals
* Completed or working on a degree in Information Systems, Computer Science, or related field

Bonus:

* Knowledge of Public Health Systems
* Fluent in Spanish

Skills

* Familiarity with common operating systems and network monitoring programs
* Attention to detail
* Excellent verbal and written communication
* Time management and organizational skills for prioritizing tasks based on schedule
* Customer service and interpersonal skills
* Integrity to maintain confidentiality when working with sensitive data
* Teamwork and collaboration skills

Responsibilities

* Execute batch jobs and another system process, and document the outcome of the execution.
* Report any issues observed to the product team by following the appropriate communication process for that product.
* Answer phone calls from clients, gather detailed information and log call into the ticketing system and assign them to the appropriate support team.

The position will be based in Romeoville, IL. While the primary position is for the 2nd shift (3pm CST – 11pm CST), you may be requested to pick up additional shifts including nights, weekends, and holidays to ensure proper coverage. Applicants must be authorized to work in the United States on a full-time basis for any employer.

About Our Culture

At our core, we value our relationships, both internally and externally. This means we respect everyone’s contributions. Our staff and customers have a seat at the table. We listen, we comment, and we decide our way forward based on what is best for all. Because we are a private company, we do not have public shareholders to report to. We do not have quarterly or annual financial targets to meet. Our relationships are paramount because they determine our long-term success. When everyone feels empowered, everyone succeeds.

It is the policy of Custom Data Processing, Inc. to assure that applicants are considered and that employees are treated fairly during their employment, without regard to race, color, religion, age, physical or mental disability, sex, marital status, ancestry, national origin, veteran’s status, citizenship, pregnancy, sexual orientation, other protected activities, or any other characteristic protected by federal, state, or local law. Such action shall include, but not be limited to the following: employment, promotion, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; wages or other forms of compensation; selection for training, including apprenticeship, pre-apprenticeship, and/or on the job training; and ensuring and maintaining a work environment free of harassment, intimidation, and coercion at all sites and in all facilities at which employees are assigned to work.