Job Description – Data Processing Operator

Title

Data Processing Operator

Description

The Data Processing Operator's role is to ensure the processing of all items (physical or electronic) that are processed by the department for the purpose of uninterrupted data processing, operating runs, and batch program jobs. This includes data entry, mainframe processing, report distribution, and backup processing as well as monitoring for error messages, failures, and peripheral malfunctions. The Data Processing Operator will apply proven analytical and problem-solving skills to identify, diagnose, and resolve any out of balance situations that may arise.

Responsibilities

Strategy & Planning

- All aspects of Item processing. This includes but is not limited to maintenance of the SCO scanners, processing items, corrections, Block 80, Virtual Item Exchange (VIE) and EIM processing.
- Prepare and deliver reports, notices, and other output from Data Processing systems.
- Conduct research on correspondent bank accounts.
- First line phone support for department calls.

Operational Management

- Operate mainframe computers, system software applications, and peripheral equipment and monitor production printouts, reports, and files to ensure optimal performance and uphold quality standards.
- Input, balance, correct, and transmit Virtual Item Exchange (VIE) all appropriate proof work processed throughout the day.
- Operate and maintain peripheral equipment as required, including the SCO scanner, tape drives, printers, and consoles.
- Analyze system processes, identify system errors, and contact appropriate support for assistance to maintain services, enhance capabilities, and prevent system outages.
- Seek assistance from Data Processing Supervisor or Network staff to resolve production issues and escalate system problems as appropriate.
- Adhere to appropriate security procedures.
- Input specification changes.
- Troubleshoot and resolve item entry issues, and assist with teller questions.
- Where required, perform application and system backups.

Position Requirements

Knowledge & Experience

- Proven experience in the operation of mainframe operations, SCO and DPS systems, as well as specification changes.

- Practical knowledge of Data Processing department input and output procedures, job control processes, and system backup protocols.
- Experience with core software applications, including DPS, WFL execution, block entry, and specification changes.
- Knowledge of checklists (daily and monthly).
- Good understanding of the organization's goals and objectives.

Personal Attributes

- Strong data entry skills.
- Excellent analytical and problem solving skills as it pertains to balancing.
- Excellent listening and interpersonal skills.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Ability to conduct research on source issues as required.
- Highly self motivated and directed.
- Keen attention to detail.