



## IT Operations Engineer

### Job Summary:

IT Operations Engineer will be the primary individual responsible for ensuring that daily systems processing is complete and timely. This position will monitor and respond to any issue that may arise in the processing cycle that may result in any type of issue or error. Duties also involve working closely with third party partners to ensure file transmission and complete processing.

Responsible for the following: maintaining the job scheduling system and new/improved work procedures; tests program, systems, and/or hardware/software changes and efficiency; responds to processing problems and client requests.

The individual will be responsible for creating the IT Operations manual including details of the key operations events that occur every day and escalation procedures to handle situations when those events do not occur owing to some system or other error. Once created, the individual will also be responsible for creating a daily status report indicating what events occurred successfully, what errors occurred and what was done to resolve those errors and any required updates to the Operations manual.

Included in the scope of this position is required liaison with 3<sup>rd</sup> party providers of payment processing services to ensure that iPay systems are kept up to date with 3<sup>rd</sup> party requirements and that daily coordination associated with data transfers happens per plan.

### Qualifications/Requirements:

- 5+ years programming and IT Operations background required with sufficient technical breadth and depth to analyze and perform 1<sup>st</sup> and 2<sup>nd</sup> level triage on operating issues.
- Previous experience in a "computer operations" role in a financial services company a strong plus.
- Knowledge of MS Windows operating environment and FTP, SSH, web services etc highly desirable.
- Strong problem-solving; or equivalent combination of education and experience
- Excellent communication skills including; verbal, written, listening and interpersonal communication
- Investigate known error conditions and follow prescribed error correction procedures.
- Recognize abnormal processing conditions.
- Follow escalation procedures, when appropriate, to resolve errors in a timely manner
- Make use of available documentation to resolve errors.
- Knowledge of client's objectives and business priorities and iPay's role in achieving them
- Skilled in solving customer business problems
- Ability to discern business opportunities in client's needs
- Ability to work effectively with multiple client contacts
- Ability to take proactive steps to improve customer relationships
- Ability to shows concern for the needs, feelings, and issues of the customer
- Ability to communicate to customers the value of their business
- Ability to meet customer's perception of high quality/best value services and products
- Ability to ensure that commitments are accomplished according to customer's specifications
- Ability to respond to customer's questions or needs even if outside one's area of responsibility
- Ability to establish and maintain effective working relationships with employees, customers and public
- Ability to merge customer expectations into iPay's product structure for best possible outcome for all involved parties.
- Ability to effectively and efficiently handle multiple tasks in a timely manner.
- Report processing trends to management on a periodic basis
- Performs other related duties as required

### Education/Training/Experience:

- Bachelor Degree and/or prior experience preferred
- Technical degree and/or certification preferred