

Detailed Job Description

Job title: IT Operations Coordinator
Reporting to: Director, IT
Department: IT
Hours: 40 hours
Performance Review period: Annually
Revision Date: January 2016

Keywords: SQL, Programmer, Developer, PL-SQL, Oracle, MS Access, VB script, Crystal Reports, TOAD, Windows, UltraEdit, Visio

To apply: Contact Reem Orow at rorow@updoctors.com

Purpose of the position

To support the IT department.

Responsibilities & duties

- Manage production operations
- Monitor jobs and address job failures
- Handle application and data issues (using standard ticket and follow-up process)
- Manage ongoing production schedule
- Conduct regular data quality analysis and data reconciliation
- Manage SFTP, EDDI downloads.
- Communicate with data sources for discrepancies.
- Fix and process the daily files
- Pull web-based files and process on a monthly basis.
- Process monthly health plan data files
- Investigate data feed issues, tickets, error reports and data gaps.
- Work with Oracle SQL developers to assist in mapping with new integrations projects
- Work with Business Analysts to investigate data issues or solutions
- Provide summary reports for in/outbound feeds
- Document all data feeds in/outbound including work flows and flow charts
- Communicate with other departments outside of IT.

Qualifications

- A Bachelor's degree in a computer related field and at least 3 years related experience.
- Must have Oracle background using SQL and PL/SQL
- Experience using MS Access, Crystal Reports, TOAD, and UltraEdit.
- Ability to work in individual and team environments, manage multiple assignments and meet deadlines.
- Experience in business process analysis and related projects.
- Experience with health care terminology and applications strongly preferred.
- Familiarity with Windows 2007 operating system.

- Experience with Oracle 10g or 11g is required.

Performance Skills

- Analytical and problem-solving skills demonstrated in a timely manner producing quality deliverables.
- Excellent written and verbal communication along with interpersonal skills.

Benefits

- Vacation Time Off
- Flexible working hours
- 401K
- HealthCare, includes Dental Life Insurance

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.