



Computer Operator

If you are interested in this position please submit your resume and cover letter to **jobs-IT@coverallmcits.ca**.

Company Description:

Cover-All Managed Cloud and IT Services is a Managed Services Provider (MSP) delivering cost effective solutions for Managed Cloud, Mainframe, IT, Co-Location, Disaster Recovery, and IT Consulting Services.

We are the only mid-size MSP of mainframe services in Canada! Our clients tell us that working with Cover-All is like working with their own in-house IT department where they know and trust the people.

To find out more about Cover-All Managed Cloud and IT Services check us out @ www.coverallmcits.ca

Job Description:

The Computer Operator works in the NOC with the support of other team members in the operation and support of numerous clients on various platforms including z/OS, z/VM, CCS Atmosphere (Cover-All's IaaS cloud offering), IBMi/AS400, and PowerVS along with data centre facility management.

Roles & Responsibilities:

The incumbent will take on a role within the Computer Operations team ensuring co-ordination with Cover-All support groups including Service Desk, Technical Service Delivery & Support, and IT Service Delivery & Support teams.

- Monitors various consoles for different clients in z/OS, z/VM, z/VSE, IBMi/AS400, PowerVS and various UNIX platforms.
- Reads, analyzes, responds, issues commands, and/or addresses various console prompts and/or job requests.
- Initiates and completes in a timely manner all daily, weekly, monthly, quarterly, as well as annual batch job schedules, backups, and/or special requests.
- Monitors for alerts indicating the status of jobs, schedules, networks, and applications.



- Initiates incident determination / investigation and potential escalation or resolution of abnormal job termination (Abend), abnormal console messages, network problems and hardware problems.
- Have a working knowledge of Job Control Language (JCL).
- Prepares and maintains various problem or event logs / reports.
- Communicates effectively with different clients / users / vendors / to address some problems with their applications, third party software, hardware, network, or processing.
- Performs preventive maintenance on equipment under Operations control.
- Provides cross-training, guidance, transfer of knowledge and skills to others, as needed.
- Develops and maintains documentation on work related functions and procedures.
- Undertakes system shutdown and IPL, Power On Reset, network handling of different systems, accounts, and/or equipment.
- Performs all the necessary checks and verification to ensure all required regions / links / tasks are up and running.
- Available for overtime work on short notice, depending on Cover-All operational / business requirements.

This role could be demanding at times given the responsibility of supporting multiple clients on multiple hardware platforms, and multiple operating system levels. It requires a deep understanding of how the various operating systems function and interact with the other mainframe components. This position is required to work 12 hour day and night rotating shifts.

Required Skills:

- Good working knowledge of the following platforms: z/OS, JES2, SDSF, VTAM, z/VM, z/VSE, IBMi/AS400, PowerVS and various UNIX platforms.
- Proficient in verbal and written communication skills.
- Good inter-personal relationship with co-workers, users, and clients.
- Functions well in a team environment - ability to work and get along with others.
- Able to work under deadlines / pressure at times.
- Projects a positive mental attitude and strong work ethics and discipline.
- Must be able to multi-task in a multi-client environment.
- Capable of working different work / shift schedules.
- Available for overtime work, on very short or pre-scheduled notices.
- Willing to be cross trained on operational activities / learns quickly.
- Very good written, verbal and interpersonal communication skills with the ability to communicate critical information to management, Service Desk, Technical Service Delivery & Support, and IT Service Delivery & Support teams as necessary.
- Ability to meet deadlines, prioritize, multi-task and maintain flexibility.



Education & Training:

- 5+ years working experience within a mainframe Data Centre
- University Degree or IT Diploma preferred but not required
- Training and/or experience with:
 - z/OS, JES2, VTAM, CICS, z/VM, z/VSE, SDSF, AS400