



NEW YORK STATE SENATOR

Phil Boyle

Job Opening: Xerox Production Control Specialist

PHIL BOYLE January 13, 2014

Production Control Specialist in Staten Island New York United States

Title: Production Control Specialist Location: United States-New York-Staten Island Job

Number: 13029928

Xerox is the world's leading enterprise for business process and document management. Its services, technology, and expertise enable workplaces - from small businesses to large global enterprises - to simplify the way work gets done so they operate more effectively and focus more on what matters most: their real business. Xerox offers business process outsourcing and IT outsourcing services, including data processing, healthcare solutions, HR benefits management, finance support, transportation solutions, and customer relationship management services for commercial and government organizations worldwide. The company also provides extensive leading-edge document technology, services, software and genuine Xerox supplies for graphic communication and office printing environments of any size. Xerox serves clients in more than 160 countries. For more information, visit www.xerox.com, www.news.xerox.com, www.realbusiness.com or www.xerox.com/businessservices. If you meet the requirements of this position and want to work for a world-class company with a great marketplace reputation, apply today.

System Support:

Monitoring:

Develop understanding of batch processes and document for the CSC. Monitors the creation and sending of various files to and from the NY agency lanes, and notifies the agencies, CSC and development teams as issues arise. Maintain appropriate job logs and monitor other processes as needed.

Report on the progress and resolution, of related issues, to operations, development team, and the agencies.

Help-Desk:

Receiving calls or emails from agencies, or the CSC for the IT team regarding application or system issues. Investigate, track and report on issues. Communicate status with callers from the various CSC teams or agencies.

Other Duties:

Assist in identifying system and or account issues in Vector; IVR; Website and other related applications.

Assist the System Design Manager in serving as a liaison between NY E-ZPass Customer Service Center and the NY E-ZPass agencies (PANYNJ, MTA, NYSTA) to report, identify, and or resolve system or customer account issues. Assist in system or user acceptance testing, as needed.

*May require occasional extra hours or off-hours work.

Qualifications

- Bachelor's Degree or equivalent work experience preferred
- Knowledge of E-ZPass CSC operations, Help-Desk preferred.
- Proficiency in Microsoft Office applications
- Excellent oral and written communication skills

Click on the link below to apply:

<http://xerox.jobs/staten-island-ny/production-control-specialist/41211778/job/?vs=13>