Job description

Planning & Control Reports to Head of Planning & Control Summary of role Ensure Factory System set-ups function correctly and client data is processed accurately and on time. Record and report all problems encountered and ensure their resolution. Monitor clients' schedules, priorities release of work to Production and ensure the work is completed on time.

Specific responsibilities Involvement in all aspects of technical support including networks, desktop, UNIX administration, backups, disaster recovery, internal/external interfaces, security and software, Help Desk support. Monitor clients' schedules for all incoming transmissions and ensure all scheduled Jobs are processed correctly. Escalate file processing failures via 'SMS for investigation and communicate thefailurewith client and/or Client Services Representative. Monitor Master Server log, report and track all issues.

Process and release Sample Request and End to End test files as required. Complete all new and change requests for client set up in Factory including new Corps, Plan Templates and Custom Plans. Complete all new and change requests for client set up In Factory such as Plan Templates and Custom Plans. Priorities release of work to the shop floor ensuring client data sign off Instructions and any other mailing requirements are met, and ensure that correct DOD Is assigned. Proactive involvement in any special projects on an ad hoc basis as and when required. Attend and comply with all training.

Undertake other work time to time as requested by the Team Leader. References The Open University (2012) BIBB/BOX. Managing 1: Organizations and people, Module Activities, Milton Keynes, The Open

University. Table 10. 1 Job description By Petersen processing failures via ISMS for investigation and communicate the failure with client client set up in Factory such as Plan Templates and Custom Plans. Priorities release of work to the shop floor ensuring client data sign off instructions and any other mailing requirements are met, and ensure that correct DOD is assigned. Proactive