Product Operations Specialist

CDP, Inc. is a premier provider of data management systems and services for the public health community including the Special Supplement Program for Women, Infant, and Children (WIC). CDP, Inc. is seeking a highly skilled and experienced Product Operations Specialist to join our team. This position will play a crucial role in providing comprehensive technical support to our clients and the product team. This position will be responsible for fielding calls and tickets from clients and assisting them with various technical issues related to test server management, user management, system configuration, job reruns, file delivery, manual adjustments, SQL scripts and queries, card order creation, data corrections, and more.

Responsibilities:

- Field calls and tickets from clients, providing comprehensive technical support in the following areas:
  - Test server management: Assist clients in managing their test servers, ensuring smooth operation and troubleshooting any issues that arise.
  - User management: Help clients with user account setup, access permissions, and password resets.
  - System configuration: Assist clients in configuring and customizing our systems to meet their specific requirements.
  - Job reruns: Troubleshoot and rerun failed jobs to ensure successful completion. File delivery: Deliver files to clients securely and efficiently via various methods, such as SFTP.
  - Manual adjustments: Perform manual adjustments as required by clients, ensuring accuracy and adherence to established processes.
  - SQL scripts and queries: Run SQL scripts and queries to retrieve, update, and analyze data as needed by clients.
  - Card order creation: Create orders for cards based on client specifications and ensure timely processing.
  - Data corrections: Identify and correct data discrepancies or errors reported by clients.

Other Responsibilities:

- Maintain team documents related to servers and operations.
- Assist with setup and configuration of new server environment
- Coordinate with integrators and our operations team for connectivity and failover testing.
- Monitor alerts from our product for performance trends and work with the development team to plan improvements.

Minimum Qualifications:

- Bachelors degree in a technical field or equivalend work experience.
- 3 years of software application support: Demonstrated experience in providing technical support and assistance for software applications.
- Exposure to SQL and fundamental understanding in writing and analyzing SQL queries and scripts.
- Experience working with servers and familiarity with file transfer protocols (sFTP).

Desired Skills

- Thorough understanding of Software Development Life Cycle
- Detail-oriented: Strong attention to detail and the ability to interpret log files to identify and troubleshoot issues effectively.
- Strong communication skills, both verbal and written, to effectively interact with clients and internal teams
- A reliable and highly motivated self-starter with the ability to work independently or as a part of a collaborative team .

CDP, Inc. offers a competitive salary, a comprehensive benefits package, and opportunities for growth and advancement within the company. We encourage you to apply today via our website.

About Our Culture

At our core, we value our relationships, both internally and externally. This means we respect everyone's contributions. Our staff and customers have a seat at the table. We listen, we comment, and we decide our way forward based on what is best for all. Because we are a private company, we do not have public shareholders to report to. We do not have quarterly or annual financial targets to meet. Our relationships are paramount because they determine our long-term success. *When everyone feels empowered, everyone succeeds.*

It is the policy of Custom Data Processing, Inc. to assure that applicants are considered and that employees are treated fairly during their employment, without regard to race, color, religion, age, physical or mental disability, sex, marital status, ancestry, national origin, veteran's status, citizenship, pregnancy, sexual orientation, other protected activities, or any other characteristic protected by federal, state, or local law. Such action shall include, but not be limited to the following: employment, promotion, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; wages or other forms of compensation; selection for training, including apprenticeship, pre-apprenticeship, and/or on the job training; and ensuring and maintaining a work environment free of harassment, intimidation, and coercion at all sites and in all facilities at which employees are assigned to work.