



ROLE PROFILE - MANAGED SERVICES CONSULTANT

Employees and applications; consumers and products; people and devices – we bring them together and help them do business, digitally and securely.

At Pirean, we improve customer engagement, enable workforce productivity and secure access for millions of users every day.

We are looking for a Managed Services Consultant to join our team in Canary Wharf.

Overview of the Role

A Managed Services Consultant will typically work as a member of a larger team, where he/she will perform a number of different technical roles under the guidance of more senior team members, including (but not limited to):

- Technical support, including incident management investigation and resolution
- Small change, including defect fixes, upgrades, applying patches,
- System monitoring.

A Pirean Solution Assured Support Consultant will be required to work in the support of solutions across one or more of the following areas:

- Access Management
- Identity Management
- Federated Identity Management
- Directory Integration
- Identity-as-a-Service (IDaaS)
- On boarding new customer systems to Solution Assured

Key Responsibilities

A Solution Assured Support Consultant will be expected to provide support at the following levels:

- 2nd-level support (restore a failed IT Service as quickly as possible)
- 3rd-level support (perform both reactive and proactive problem identification and resolution)
- 4th level support (provide advice to customers on best practice, architectural improvements, and system enhancements; develop minor system enhancements; perform system tuning)

Skills, Experience & Qualifications

Role holders will be expected to have a good basic knowledge of core technologies in the field in which they operate and will be committed to a course of learning to develop their skill set – both technically and in relation to the associated professional skills required.

Essential skills and experience (core technologies):

- IBM WebSphere
- IBM DB2
- IBM Security Identity Manager
- IBM Security Access Manager

Job Type

Permanent

Start Date

a.s.a.p.

Salary

Competitive

Location

Canary Wharf, London

Restrictions

Must have permits / Visa to work in the UK

Must be fluent in English (written and verbal)

Must have demonstrable IAM experience



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Desirable skills and experience:

- Pirean Access: One
- IBM Security (Tivoli) Federated Identity Manager
- IBM Tivoli Directory Integrator
- IBM Tivoli Directory Server
- IBM Security Access Manager for Enterprise Single Sign-On
- Proven experience of IT customer support or other relevant technical experience
- Good knowledge of SQL
- Good knowledge of LDAP
- Working knowledge of Microsoft Server admin
- Working knowledge of Red Hat Enterprise Linux server admin
- Good client facing skills – written, oral and interpersonal
- Good documentation skills
- Good technical problem solving skills

Qualifications:

- BA or BSc Honours degree or equivalent
- Relevant professional qualifications (e.g., IBM Identity and Access Management product certifications)

Closing Date: 5 December 2016