



ROLE PROFILE - SOLUTION ASSURED SUPPORT CONSULTANT

Pirean is a leading systems integrator and consultancy delivering real-time business and service assurance through solutions for infrastructure and application management. We are one of Europe's Leading IBM Premier Business Partners, having been awarded IBM Tivoli's AAA Accreditations for a range of products in both the IT Service Management and Security portfolios.

We help organizations provide secure access to all of their applications, on-premise, on mobile or cloud-based, for all the people with whom they interact, whether they be employees, customers or partners. We deliver our industry expertise through a unique blend of software, consultancy and our Identity-as-a-Service capabilities.

Overview of the Role

We are currently looking to recruit a Solution Assured Support Consultant into our Solution Assured and Managed Services team. For this role we are looking for exceptional individuals with demonstrable experience of supporting real solutions in the Identity and Access Management (IAM) area. Knowledge and experience of the IBM Tivoli/ Security Identity and Access Management portfolio is essential.

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

Essential skills and experience:

- Hold an IBM Tivoli/Security Identity Manager certification
- Hold an IBM Tivoli/Security Access Manager certification
- Hold a degree or equivalent qualification in a Computer Science related subject
- Have a minimum of 3 years of demonstrable experience implementing and supporting IAM solutions
- Have hands on Windows & Linux/Unix server administration experience
- Have a good working knowledge of LDAP
- Have a good working knowledge of SQL

Desirable skills and experience:

- IBM Tivoli Directory Integrator
- IBM Tivoli Directory Server
- IBM WebSphere
- IBM DB2
- Experience working in an ITIL service management framework

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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Personal skills and experience:

- Good client facing skills – written, oral and interpersonal
- Good documentation skills
- Good technical problem solving skills
- A willingness to learn
- A positive attitude
- Highly motivated