



ROLE PROFILE - SUPPORT 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 Support Consultant to join our team in Canary Wharf.

Overview of the Role

A Solution Assured Support Consultant will typically work as a member of a larger support team, where he/she will perform a technical support role under the guidance of more senior team members.

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):

- Pirean Access: One
- IBM WebSphere
- IBM DB2
- IBM Security Identity Manager
- IBM Security Access Manager for Web
- IBM Security (Tivoli) Federated Identity Manager
- IBM Tivoli Directory Integrator
- IBM Tivoli Directory Server
- IBM Security Access Manager for Enterprise Single Sign-On

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



ROLE PROFILE - SOLUTION ASSURED SUPPORT CONSULTANT

Desirable skills and experience:

- Proven 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 (desirable)
- Relevant professional qualifications (e.g., IBM Identity and Access Management product certifications)