

Key Technical Skills

- Good understanding of SDLC
- Good understanding of infrastructure design and capacity planning
- Good knowledge of IBM SOA products configuration
- WebSphere MQ, WebSphere Message Broker, Tivoli ITCAMS
- Setup and configuration of MQ and MB resources: queue manager, queues, Message Broker execution groups, etc.
- Ability to deal with multiple concurrent events and requests
- Strong communications skills a must
- Good organization skills in managing technical testing environments
- Strong Tiered Architecture skills are highly desirable
- Ability to deal with extremely aggressive timelines
- Knowledge of Application integration is highly desirable.

ESSENTIAL ACCOUNTABILITIES (technology, people leadership, budgetary, client relationships, tactical/strategic, compliance, etc.)

The Environment Coordinator / Analyst is accountable for:

- Establishing and project managing responsible Infrastructure Environments for the business project users.
- Managing and coordinating the engagement of business projects in the setup and access to the infrastructure environments ñ DEV, SIT and UAT.
- Timely report environmental issue or concern to Program Director.
- Supportive in creation of application Environments for testing:
 - Environment Requirements Analysis ñ DEV, SIT, UAT
 - Environment scheduling based on project requirements and availability
 - Execute environment configuration scripts
 - Environment availability Coordination
 - Environment Implementation Coordination
 - Issues/Escalation Management
 - Environment Change Management including HW/SW version/level
 - Security, access and loss prevention support
 - Environment Management Reports, where necessary
- Coordinate creation of supporting processes and documentation for the non-production environments
- Supportive of resolution of infrastructure product defects
- Identifying opportunities for process improvements and driving the resultant changes.

EDUCATION/EXPERIENCE/LICENSE/CERTIFICATION ñ minimum requirements

- BS or BA required
- 3+ years professional experience required

EDUCATION/EXPERIENCE/LICENSE/CERTIFICATION ñ preferred

- Technical Infrastructure Integration experience in multi-vendor, multi-technology environments

DESIRED SKILLS

- Excellent communications skills, verbal and written.
- Good consultative skills ñ working collaboratively with customers / clients toward a mutual goal.
- Strong logical and analytical skills ñ ability to get to the heart of an issue.
- Ability to deal with uncertainty and complex customer requirements ñ bring order from chaos.
- Ability to construct and use models of systems, processes and situations.
- Ability to translate between business user needs and technology provider services.