Indian Financial Technology & Allied Services

Job Description

I		Role Summary
	(a) Title:	Team Lead HUB Operations
	(b) Business/Function:	Payment System-SFMS Operations
	(c) Band / Designation:	Team Lead HUB Operations
	(d) Location:	Hyderabad
	(e) Reports to:	Manager/Sr. Manager - IT
	(f) Team:	Payment System-Operations
	(g) Summary:	1) The candidate will be supporting the Production Operations of the SFMS applications 2) The candidate should have the skill to mentor the team and work paralelly
	(h) Position Code:	
II		**Additional Information**
	(a) Responsibilities:	1) Assist all customers and provide production support for all designs and perform tests on all installation process for infrastructure. 2) Perform all tests on production applications and prepare recovery procedures for all applications and provide upgrade to same. 3) Coordinate with technical team and external vendors and ensure effective application services to ensure reliability of all applications. 4) Analyze all business processes and ensure compliance to all controlled processes according to business requirement. 5) Monitor and provide support to workflows and provide expert knowledge on all workflow designs. 6) Provide 24×7 operational support to all production practices on holidays and weekends. 7) Monitor all alerts and escalate all issues for all procedures and systems. 8) Coordinate with various teams and raise support ticket for all issues, analyze root cause and assist in efficient resolution of all production processes within define SLA. 9) Able to ensure compliance to all customer requirements. 10) Maintain logs of all issues and ensure resolutions according to quality assurance tests for all production processes. 11) Candidate should collaborate with the production support team and other technical support teams in areas involving server installation and maintenance, operating system upgrading and disaster recovery with an emphasis on operational excellence, continuous improvement of systems, related processes, and procedures. 12) Prepare RCA of problem, technical review with short term and long term remedy. 13) Diagnose and resolve complex technical issues w.r.t the SFMS application and the software's associated with it.
III		**Requirements**
	(a) Education:	B.E/ B.Tech/M.Tech/MCA(Computer/IT)
	(b) Experience:	1)Candidate should have strong 5-8 years of experience as Senior Production Support Engineer/Analyst. 2)On software applications like IBM MQ, Oracle DB, Basic Java, Apache Tomcat. 3)Windows and any one of the UNIX environments (AIX/RHEL). 4)Experience in leading, managing and directing a team of people to deliver results.
	(c) Certifications:	IBM Certified System Administrator - MQ v8.0 or MQ v9.0, IBM Certified Solution Designer
	(d) Knowledge:	Candidate should have good knowledge of Windows and any one of the UNIX environments (AIX/RHEL). 1) Proficient knowledge on banking domain is mandatory. 2) Should have good knowledge in any of the tools such as - Power HA, HMC, DLPAR activities, NIM, VIOS, Shell Scripting, Crontab, IBM Power Hardware and Cluster setup, in a large-scale enterprise environment. 3) Candidate should have understanding of NEFT, RTGS and trade messages like LC and BG's. The understanding should include good knowledge on message types and message structure. 4) Experience in application and solution design. 5) Knowledge of transaction management systems and database products. 6) Knowledge of Information Technology security concepts. 7) Knowledge of file transfer concepts. 8) Knowledge of High Availability concepts. 9) Knowledge and experience of basic programming concepts. 10) Understanding and Executing of the SQL Statements and Basics of Java 11) Candidate should have the good understanding of database, AWR reports and NMON reports
	(e)Technical Skills:	IBM MQ, Oracle DB, Basic Java, Apache Tomcat.