Indian Financial Technology & Allied Services

Job Description

I		Role Summary
	(a) Title:	Manager SFMS- HUB Operations
	(b) Business/Function:	Payment System-SFMS Operations
	(c) Band / Designation:	Manager-IT
	(d) Location:	Hyderabad
	(e) Reports to:	AVP
	(f) Team:	Payment System-Operations
	(g) Summary:	1) The candidate will be leading the Production Support Operations activities across SFMS messaging architecture (NEFT, RTGS, LC/BG and other services) 2) The candidate should have the skill to mentor a team of people to deliver Support objectives, bring excellence and delivery results.
	(h) Position Code:	
II		**Additional Information**
	(a) Responsibilities:	•Manage Production Operations and extend superior technical support for SFMS and related activities. •Effectively oversee operational activities, maintain SOPs, manage shifts, delegate work across teams with proper follow-ups and guidance till closure. •Efficiently communicate to all stakeholders and manage expectations across Production Operations in a time bounded manner. •Undertake impact assessments, risk assessments for various product and process changes and monitor change management processes continuously. •Be responsible for functional, technical and operational changes in SFMS and build constant feedback mechanism to development/product teams. •Provide effective supervision and ensure operations to run effortlessly 24x7x365. •Ensure detailed technical root cause analysis for major/critical incidents. Provide workarounds, temporary and permanent resolutions/suggestions and improvements on reported issues. •Ensure applications/software environments are fully maintained with appropriately supported updates, patches and/or service packs in line with system maintenance policies
III		**Requirements**
	(a) Education:	BE/ B.Tech/M.C.A/M.Sc (Computer Science)
	(b) Experience:	• Candidate should have strong 8-10 years of experience as Senior Production Support Engineer/Analyst. • Minimum of 4+ Years' experience in managing teams • The Candidate should possesses an understanding of Payment Systems and minimum 3 years work experience in similar area • Candidate should have experience on software applications like IBM MQ, Oracle DB, Basic Java, Apache Tomcat, Windows, any one of the UNIX environments (AIX/RHEL), Basics of Network concepts and Basics of PKI framework. • Knowledge on banking domain is mandatory. • Candidate should have understanding of NEFT, RTGS and trade messages like LC and BG's. The understanding should include good knowledge on various message types like ISO 20022, ISO 15022. • Candidate should have experience in MS Project, Strong MS Excel, Word, PowerPoint, and Visio skills
	(c) Certifications:	PMP / ITIL - Any one is mandatory IBM Certified System Administrator - MQ v8.0 or MQ v9.0, IBM Certified Solution Designer - Desirable
	(d) Knowledge:	• Work Experience in NEFT/RTGS systems - Mandatory • Knowledge in Banking domain - Mandatory • Ability to diagnose and resolve compled technical issues • Understanding SQL Statements and Basics of Java - Mandatory • Candidate should have the good understanding of database, AWR reports and NMON reports - Mandatory • Good understanding of middleware technologies like IBM MQ • Good communication skills, email etiquettes, with ability to work in all shifts (24x7x365)
	(e)Technical Skills:	**Primary Mandatory Skills:** IBM MQ, Oracle/SQL, Unix Scripts, AIX/Linux understanding, Apache Tomcat and Basics in Java **Secondary Skills:** Understanding of Unix Scripts,Open source technologies.