

## JIRA/Confluence Administrator

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Company: Techcarrot FZ LLC

Location: dubai

Category: other-general

The job posting is outdated and position may be filled. We are currently looking for a Jira & Confluence Systems Administrator at (IT PMO) for implementing, managing, and providing end to end support. As a Jira & Confluence Systems Administrator, you will be accountable for ensuring the availability, optimal overall performance and usability of Jira and Confluence systems. You will provide services to internal IT users, ensuring that Jira and Confluence services remain both functional and available at all times, through proactively identifying, investigating and resolving technical incidents and problems related to the platforms and applications. What we expect you to do: Installation and configuration of Jira Data Center. Configure, maintain, and administer Atlassian products (Jira, Confluence, Bitbucket), Slack, and associated add-ons to maximise efficiency. Create workflows, custom fields, dashboards, Kanban, scrum, and reports. Gather requirements for business processes and determine ways to optimise/improve Atlassian tools and environments. Maintain and improve projects, configuration, and permissions in line with the organisation's Information Security policies. Contribute to, and maintain, the Atlassian Product roadmap. Maintain abreast of new functionality and seek to integrate value adding solutions to support the Atlassian Product roadmap. Conduct training for employees and new hires on the Atlassian toolset and briefing on new functionalities. Liaise with teams and be a point of contact and expertise. Deliver prompt issue resolution with JIRA Projects and Confluence in coordination with other admins and partner teams. Integration of Jira into existing tool chains. Support in controlling the application operation. Act as the Jira Technical Lead for all Jira escalations. Ensure the reliability and usability of the Atlassian suite. Work on performance, functional and user

acceptance testing Engage and work with all stakeholders associated with the delivery and delivery teams As part of the PMO team support and assist with PMO activities.

**Requirements Qualifications** Here's what we are looking for in candidates for this job:

- BA/BS degree or equivalent experience in Information Technology or Computer Sciences
- JIRA Certified Expert is a must
- Jira Certified Administrator (Cloud) is a Must
- 5+ years of experience as a JIRA and Confluence Administrator with experience customizing JIRA projects with various schemas.
- Experience in Bitbucket
- Expert level Atlassian tool administration knowledge on JIRA and Confluence
- Excellent documentation skills, including system as-is and system maintenance processes and procedures
- PowerBI Integration for delivery of reporting functionality
- Extending Atlassian products with code development (Java & ScriptRunner)
- Integrating Atlassian products with other systems via API endpoints
- Previously involved in migrations from on-premise Jira to Atlassian Cloud
- Excellent knowledge of JQL
- Previous experience of Agile, Scrum and Kanban methodologies and continuous integration and continuous deployment practices
- Experience with writing scripts and managing reports on Jira and supported reporting applications
- Experience with providing user management, access roles and permissioning, global and project-level configuration and maintenance, training, and end-user support for JIRA
- Experience designing, configuring, maintaining, and evolving customized project space setups to include issue type scheme design, screen scheme design, new field design, and workflow design and configuration.
- Able to work independently with minimal guidance in a rapidly changing environment
- Strong executive presence, facilitation skills, drive for results, attention to quality and detail, and a collaborative attitude

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