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Technology Operations Center Specialist-ITD(Outsource) United Arab Emirates Posted on 08/15/202[...]

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Company: Abu Dhabi Islamic Bank PJSC

Location: united arab emirates

Category: other-general

Role   : Technology Operations Center SpecialistLocation : AUH-Al Bateen

Working Days 5 Days in 24 x 7 Shift Roaster   Role Purpose:Knowledge in administration and troubleshooting of Linux, Sun Solaris & Windows.

Knowledge in Network & Security devices troubleshooting and fixes (Firewall, F5, Router & Switches)

Knowledge in Database troubleshooting and fixes (SQL, Oracle & Sybase)

Knowledge in infrastructure services and ability to troubleshoot (DNS, DHCP, Active Directory)

Check resource utilizations on all devices in scope and resolve if there are any issues.

Provide support to application development teams related to access of servers, installation and management of application and application patches deployment.

Provide support for any major activities related to patches / firmware and upgrade.

Monitor Performance of On-Shift Operators and aiding when needed.

To educate the Technology Operation Teams regarding their roles, responsibility, and authority.

To monitor the IT Systems for known problems and abnormal behavior and get involved with the seniors to resolve them and reduce downtime.

Enhance existing operational procedure.

Involved in DR and BCP activities.   Key Accountabilities of the role

Banking Systems Support

To participate in the implementation of all operation procedures and control related to Banking Applications and ensure all banking services are operational. Escalate & Fixed major incident / problems in consult of SME.

Infrastructure Support

To participate in the implementation of all operation procedures and control related to Infrastructure services related to banking applications and ensure all banking services are operational with healthy infrastructure component. Escalate & Fixed major incident / problems in consult of SME.

Continual service improvement.

You know how to analyze current processes, identify and implement opportunities to optimize processes, and lead and develop a team of experts to deliver service improvements. You help to evaluate and establish requirements for the implementation of changes by setting policy and standards.

Ownership and initiative.

You can take accountability of issues that occur and be proactive in searching for potential problems.

Service Management Framework knowledge.

You have an expert certificate in Service Management Framework qualification and an industry understanding of how to implement the framework into numerous environments.

Service reporting.

You know to leverage your data analytics skills to enhance business performance.

System Monitoring and Maintenance

Supervise ATM and Operation Command Center team to enhance monitoring of application and infrastructure. To ensure all escalation has been Performed immediately to concern team for necessary action.

Availability Management

Produce monthly reports related to capacity and availability management. Implement tools and prepare maintenance contracts with the vendors to maintain the required availability level

Adhere to ITD and bank's policies, procedures

including but not limited to reporting, internal and external processes, security, report

immediately any potential / actual weaknesses / risks and incidents that noticed or observed.

Information Security

Maintain information security related to ADIB, throughout the period of employment. Report any potential or actual risks or incidents affecting the security of information to the helpdesk.Specialist Skills / Technical Knowledge Required for this role:Application, IT infrastructure and environment knowledge is required to manage Technology Team Operations team and activities.

Previous experience: 6 to 8 years Technology Operation Center (preferred as Team Lead) #J-18808-Ljbffr

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