

## 1465: IT Specialist 3 - IBM Mainframe

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Company: DCM INFOTECH LIMITED

Location: Harrisburg

Category: other-general

Required: The main need right now is CMOD experience. The team won't interview unless they see it on the resume and will have lots of technical questions.

### Position Overview

As an IT Specialist, you will be instrumental in providing IBM Mainframe technical solutions and support that tightly align with our client's desired outcomes.

As a key member of the client engagement and delivery team, you will be principally responsible for developing, architecting, presenting, and delivering business / technical solutions and roadmaps that meet client needs and deliver outcomes along their mainframe services and modernization transformations.

You will be part of a high-performance team of technical professionals who work together in the day-to-day administrative and support functions of our client's z/OS systems. You will participate in project-related activities while interacting closely with the client.

### Key Responsibilities:

Strive for high level client satisfaction for the products/solutions supported. This includes all

aspects of the z/OS system along with Broadcom and BMC products.

Leverage technical/subject matter expertise to support business development through identifying, qualifying, and developing new opportunities and/or participating in the development of proposals for new opportunities.

Develop a technical relationship and create a dependence of knowledge and thought leadership with our clients and prospects. Understand client business goals and outcomes and align them to compelling solutions.

Client, identify, and articulate unrecognized business value opportunities through curiosity and a focus to drive business client value.

Capable of addressing all questions regarding the installation, configuration, and customization of z/OS systems

Respond to escalated problems in a timely and accurate manner, ensuring Service Level Agreements are met.

Attempt to reproduce reported problems, identify, and provide immediate workarounds to overcome problems.

Document resolutions to reported problems.

Identify product and documentation deficiencies and make suggestions for improvement.

Analyze and resolve problems escalated within the organization.

Work with clients to define requirements for enhancement requests.

Contribute to qualifying and assessing client's expectations.

Follow up with clients to perform fixes and to confirm resolutions.

Documentation and knowledge administration.

Ticket and queue management of Incident, Problem and Change Management.

Other Responsibilities:

Demonstrate in-depth knowledge and leadership in IBM z Series Mainframes that include knowledge of industry standards, trends, and products. Apply this this knowledge to support the design/delivery of innovative solutions that meet client requirements.

Interface and communicate with mid-level client leadership that may include technical presentations.

Key Qualifications:

Bachelor's degree and a minimum of 8 years' experience in one or more technical disciplines, or equivalent experience. Expertise in System z (z Series) and z/OS.

Required skills:

Software installation

CMOD administration

ISPW administration

Optional skills:

CICS, DB2 and MQ

REXX, COBOL

ACF2

IBM z/OS Mainframe Practitioner Professional certificate

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