DUTIES: Perform middleware administration for middleware platforms and solutions to support enterprise-wide business needs. Provide continual active improvements for middleware services including research, planning, and implementation of service upgrades and enhancements. Provide daily support for customer needs and service issues to maintain middleware infrastructure functionality and to meet service level expectations. Support new integrations and applications development built on middleware platforms. Provide support to ensure application functionality and to minimize disruptions. Monitor the IT Service Management System to resolve customer issues, ensure system health and meet service expectations. Build relationships with enterprise-wide customers to create clear and effective communications and address customer needs. Investigate middleware and integration issues to provide resolutions and develop root cause analyses for supporting maintenance improvements and upgrade planning. Interacts with Service Desk teams to minimize ticket instances, decrease ticket turnaround times and to provide ongoing training. Produce individual project plans to scope required levels of effort and to determine project duration and required resources. Interact with project managers to provide project updates and to identify risks and issues. Participate with project teams to provide messaging systems applications expertise. Respond to service performance alerts and service interruptions to restore functionality and support customers. Perform capacity planning and performance tuning to prevent issues and minimize service interruptions. Interact with system and storage teams to perform back-up and recovery procedures for ensuring business continuity. Monitor the Service Management queue to respond to customer requests for service. Advise users on options for middleware solutions to support customer requests and meet business needs.

SCHEDULE: 40 hours per week, Monday through Friday, 8:00 AM to 5:00 PM

SALARY: $55,411 - $85,000/year

LOCATION: Emory University, 1784 North Decatur Road, Atlanta, GA 30322

REQUIREMENTS: At least a Bachelor’s degree (or equivalent foreign degree) in Computer Science, IT, or related engineering field and 2 years of IT experience. Also requires demonstrated proficiency in the following (which may have been obtained concurrently): Installing, upgrading, patching and configuring Java stack Application Server (incl. Apache web server, Plug-ins, and App Servers such as JBoss and Tomcat); Python, Perl, Shell, ANT scripting to automate Middleware tasks incl. configuration, deployment and installation; DevOps; Certificate management and Java security management; Unix, Linux; and Java, J2EE, XML. Any suitable combination of education, training or experience is acceptable.

CONTACT: Send resume to Nydia Charles-Huggins, Emory University, 1784 North Decatur Road, North Decatur Building, Suite 200, Atlanta, GA 30322.

THIS NOTICE IS BEING PROVIDED AS A RESULT OF THE FILING OF AN APPLICATION FOR PERMANENT ALIEN LABOR CERTIFICATION FOR THIS JOB OPPORTUNITY. ANY PERSON MAY PROVIDE DOCUMENTARY EVIDENCE BEARING ON THIS APPLICATION TO THE CERTIFYING OFFICER OF THE U.S. DEPARTMENT OF LABOR (CERTIFYING OFFICER, U.S. DEPARTMENT OF LABOR, EMPLOYMENT AND TRAINING ADMINISTRATION, ATLANTA NATIONAL PROCESSING CENTER, HARRIS TOWER, 233 PEACHTREE STREET, SUITE 410, ATLANTA, GA 30303)

Emory University is an equal employment opportunity and affirmative action employer. Women, minorities, people with disabilities and veterans are strongly encouraged to apply.