Our growing company is looking for an IT production support. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for IT production support

- Provide timely, professional, straight forward (non-technical) communications
- Provide oversight for the 24 hour clock packages processing to ensure timely bill delivery as agreed to with Meter to Cash Customer Care organization metrics and service level agreements
- Provide back up support and recommendations for failed processing related to the 24 hour clock packages to be processed timely to ensure customer web presentment and bill print of accurate usage file data
- May also interact with suppliers and contractors when warranted and if permitted
- Support user enhancement requests and early engagement activities
- Responsible for the applicable testing and implementation of production fixes, enhancements, testing and providing 24x7 on-call support (when needed)
- Technical project leadership to design and implement infrastructure to support IT services and business requirements
- Lead and assist in advanced troubleshooting of complex issues that cross multiple groups, applying core knowledge and troubleshooting to lead group to resolution
- Develop and maintain the company's infrastructure desktop documents (policies, standards, baselines, guidelines and procedures)
- Manage multiple tasks and projects effectively, engaging in conflict resolution and routinely interacting in cross-functional groups

Qualifications for IT production support

- Demonstrated ability to manage and deliver on multiple projects on time
- Familiar with Hadoop development tools & utilities (Pig, Hive, Java, Sqoop, Flume,) and CDH
- Working experience with Source Code Repository systems and data lineage standards is essential
- Experience with orchestration workflows and high-level configuration management concepts and implementations and automation tools such as Puppet or Saltstack
- Executes operational procudures (extraction, corrections, reconciliation of controls, month ends)