



Job Title: Senior z/OS Infrastructure Performance Consultant
FLSA Status: Salaried Exempt
Reports To: VP of Operations

PURPOSE:

Senior z/OS Infrastructure Performance consultants at IntelliMagic support pre-sales, post-sales and consulting activities for the IntelliMagic Vision for z/OS performance analysis software solution. The particular roles and responsibilities will vary depending on the individual's skills and the business requirements at any particular time.

ESSENTIAL DUTIES, RESPONSIBILITIES & OUTCOMES:

- In support of sales cycles: Conduct technical aspects of discovery calls, conduct software demonstrations, lead technical aspects of software Proof of Concepts, support all technical aspects of the pre-sales processes
- Support the data collection process and/or installation of software for onsite or SaaS implementations
- Provide technical account ownership to assigned accounts support all technical aspects of the account.
- Provide performance analysis of z/OS Systems, DB2, CICS, MQ, WAS, TCP/IP, Disk, Replication or Tape Consult with assigned prospects and customers to determine performance requirements, processes, analysis, make recommendations, etc.
- Work with the development teams to communicate and assist in the design of features to address market requirements, based on customers and prospect interaction, conferences, and other market information sources
- Provide level 2-3 product technical support for assigned customers as needed
- Create technical marketing content as assigned such as white papers, webinars and technical blogs
- Pro-actively identify potential performance issues
- Identify z/OS Systems efficiency opportunities as required per contract
- Develop remediation plans to address performance issues
- Train customers on IntelliMagic products and performance best practices
- Create and/or contribute to product installation guides and manuals, educational videos and white papers, and technical blogs
- Work with the larger team to creatively solve technical and process related challenges in support of customer requirements.

QUALIFICATIONS:

EDUCATION:

- Bachelor’s degree in Computer Science or related field of study

EXPERIENCE:

- 10+ years of experience with performance analysis using RMF and SMF data for key areas of the z/OS infrastructure

KNOWLEDGE OF:

- RMF and SMF performance record types and data collection processes
- Must have z/OS Systems performance experience and it would be nice to have expertise in other areas such as; Disk, Tape, Network TCP/IP, zOS Connect, MQ, DB2, CICS

SKILLS & ABILITIES:

- Excellent written and oral communication
- Listening effectively
- Problem solving
- Deductive and inductive reasoning
- Customer service

PHYSICAL DEMANDS & WORK ENVIRONMENT:

Job is typically performed in a general office environment. Under the Americans with Disability Act (ADA), IntelliMagic is committed to providing reasonable accommodations to qualified individuals with disabilities to enable them to effectively perform the essential functions of the job.

Approvals			
I have reviewed and determined that this job description accurately reflects the position			
Manager Approval:		Date:	
HR Approval:		Date:	
Employee Signature:		Date:	

The information in this job description indicates the general nature and level of work performed by an employee in this role. It is not designed to contain a comprehensive inventory of job duties, responsibilities, and qualifications required of employees assigned to this role. This description supersedes any previous or undated descriptions for this role. Management has the sole right to add or change the duties of the position at any time with or without notice. Additionally, specific employer provided training and updating of procedures, as deemed necessary should be an ongoing responsibility of the employee. This job description in no way alters the “at-will” relationship between the employer and employee.