



Job Specification

Position Title: Maximo Support Professional

Reports To: Support Manager

Location: Bangalore, India

Document Revision History

Revision No.	Date	Description	Revised By	Approved By
1.0	7 Jan 21	Reformatted into new template	AJC	
2.0	08 Mar 21	Revised as per job vacancy	PK	

About the Company

Peacock Engineering Ltd is a Gold-accredited IBM Premier Business Partner which has amassed over 300 person years of experience implementing business critical EAM (Enterprise Asset Management) solutions across a range of industries such as oil & gas, pharmaceuticals, utilities, facilities management, transport, and power generation. Peacock Engineering Ltd specialise in providing consultancy services and support for the IBM Maximo EAM software product and maintain a pool of highly experienced and capable consultants fully conversant with IBM Maximo and its functionality, capabilities, and opportunities for customisation to meet business need.

Main Purpose:

Peacock's strength in our sector is our in-house developed mobility solution software (Fingertip) which brings asset management to the mobile or field technician on mobile devices and tablets, allowing real-time assignment and updating of work orders in the field for maintenance technicians.

Specific Responsibilities:

- To receive, troubleshoot/diagnose/triage and work to resolution 1st and 2nd line support queries from PEL's client base relating to application support of the IBM Maximo software product, using previously-gained extensive knowledge and experience of the IBM Maximo product and its underlying technologies and platforms (such as the IBM WebSphere JVM platform and webserver, SQL database and server OS).
- To resolve within own initial involvement where possible, or escalate to 3rd line where necessary, including details of all actions, logs taken, triaging undertaken and potential root causal factor identification.
- To log, prioritise and correctly process incoming issues through the ticketing system (IBM Maximo), adhering to contracted response and resolution times within the pre-determined service levels of the SLAs operated with clients.
- To own and maintain personable working relationships with customers based on trust and customer-perceived values of service and technical expertise.
- To keep in continuing contact with the customers regarding open tickets and issues and to provide updates and feedback for the duration of open cases, providing Maximo expertise and advice as and when required.
- To train a team of Support Consultants not currently familiar with Maximo to a level enabling them to provide a Maximo Support service and for them to gain IBM Maximo Accreditation.

Skill Requirements - Essential:

Experience working with the IBM Maximo software product within the following capacities:

- Application Support for IBM Maximo, or
- Configuration or development work involving IBM Maximo, or
- Consulting services on IBM Maximo
- Valid and recent IBM Maximo qualification/certification: IBM Maximo 7.6 Functional Analyst certification preferred but will consider earlier version certifications if candidate can provide demonstrable practical experience working with IBM Maximo.
- Ability to triage and diagnose faults and problems effectively and quickly and employ a structured methodological approach to fault finding. Predisposition to personally own incidents and tickets until resolution, and to learn from others when escalating to different competencies rather than to simply pass across outside primary field of personal competence. Ability to effortlessly and effectively simulate, quantify and investigate reported issues in non-live environments in order to triage effectively.
- Ability to work with complete autonomy once tasks have been allocated and briefed through daily stand-up meetings.
- Experience in training Maximo to non-Maximo familiar personnel.
- High level of Oral and written English as a 1st or 2nd language.

Skill Requirements - Preferable:

- Experience working helpdesk or support desk an advantage but not essential as it is considered more important for this role that the specific technical skills required to be successful in this position could be covered.
- Ability to effectively and professionally interact and communicate with clients in the course of diagnosing and resolving their incidents and issues: a viewpoint empathic to client considerations is essential.
- Experience within the field of Application Support would be very advantageous; experience supporting any bespoke web-based application which utilises a backend database and application/web servers would be of interest. Experience with SQL querying to triage and fix in the backend database an advantage. Java/J2EE, IBM WebSphere or Apache Tomcat, and relational database experience in SQL, Oracle or DB2 advantageous.
- Experience supporting or working with mobile device, iOS or Android applications in commercial application, and experience with mobility application backend platforms such as IBM Mobile First would be of considerable interest. Mobile Device Management software experience a distinct advantage. Working in a Support or Application Support role closely together with a mobile app dev team an advantage.
- General IT and networking/OS skills are essential: Active Directory, Windows Server, DHCP, DNS, SSH, SSL, SNMP, VMWare, SQL Studio etc.

Due to considerable amounts of virtual working and interaction with colleagues and customers in different physical locations internationally, it is essential that the successful applicant has the drive and ethic to succeed working in small teams physically but in larger efforts virtually. Self-drive to communicate constantly using web collaboration and video conferencing is essential.

- Successful applicant will demonstrate excellent support desk skills and attributes
- a positive and optimistic approach to problem solving with detective-like troubleshooting skills
- first-class communication skills where phone contact matters more than mail
- real respect for the customer, never condescending or patronising
- real passion for the product: will 'tinker' through own self-interest
- analytical and process-oriented approach: step by step analytical investigation utilising a structured and methodological approach to identifying root causal factors
- will constantly keep customers updated of progress and own cases and tickets
- polite, tactful, helpful nature, ready to work 'with' not 'for' customers
- ability to understand support scope and remit in contractual support agreements
- a real desire to help and assist customers and set benchmarks for others in doing so
- ITILv3 qualified; or experience working in an ITIL service desk environment with associated process, terminology, practises and concepts advantageous.
- High competencies in deciphering logs, researching error messages, collating supporting data for escalations upwards, researching knowledge base articles and previous ticket records, presenting diagnostic actions in the form of Investigation-Action-Result reports.

This role involves supporting 24/7 uptime applications under a rota system with out of hours working where necessary for P1 severity incidents. Experience or enthusiasm to respond to P1 incidents with efficient and expedited 1st and 2nd line triage and resolution and a desire to make a difference in emergency situations essential.

Person Specification/Attributes:

- Professional and committed, with a disciplined approach to work.
- Motivated and driven by finding and providing solutions to problems.
- Polite, tactful, helpful, empathic nature, able to deliver to the needs of customers.
- Has respect for others and their views.
- Technology minded and focused, enthusiastic about technologies.
- Analytical, able to raise from the detail and see the bigger picture.
- Dedicated to continually updating and upgrading own knowledge.
- Carries a mind-set of continuous improvement, constantly looking for better and more efficient ways of doing things.
- Values quality at the centre of all things in work.

Due to considerable amounts of virtual working and interaction with colleagues and customers in different physical locations internationally, it is essential that the successful applicant has the drive and ethic to succeed working in small teams physically but in larger efforts virtually. Self-drive to communicate constantly using web collaboration and video conferencing is essential.

As an employee, you will be encouraged to continually develop your capability & attain certifications to reflect your growth as an individual.

Should you be interested email your resume to prashant.karamadi@peluk.org