

## Senior Systems Support Analyst

The Argus Group is seeking an individual who will be responsible for ensuring that the Company's AS/400 infrastructure is fully operational at all times to fulfill Argus' mission and commitment to its clients and is considered reliable by its end-users.

### Core responsibilities include:

- Maintain high levels of customer satisfaction and healthy team-member relationships through effective communication, collaboration and proactive relationship management.
- Provide efficient and cost-effective operational/system support for the Argus Group AS/400 systems and subsystems. This includes, but is not limited to, end-user requests, performance management, operating system and application upgrades, production control, change control and paper media provisioning.
- Collaborate with business analysts, internal users, external consultants/suppliers and internal IT department staff to discuss and/or effectively resolve issues/ problems in a timely fashion.
- Ensure that all AS/400 data is fully recoverable through comprehensive and reliable backup and recovery procedures.
- Ensure that access to the AS/400 and its applications is tightly secured against inadvertent and/or deliberate compromise.

### Qualifications and experience required:

- Minimum of five years' progressive experience in Information Technology, with experience of IBM technologies using Systems Administration and WebSphere
- Three years' experience within the Insurance industry
- University degree in a related field (e.g. Computer Science, Information Technology, etc.) or equivalent work experience
- In-depth knowledge of IBM OS/400 operating system, IBM Backup and Recovery Management Services (BRMS), IBM Journaling, change control management and disaster recovery methodologies
- Working knowledge of IBM JS/400, ICOM/400, AS/400 security and AS/400 performance monitoring and tuning
- Familiarity with AS/400 business applications and their operation
- Possess working knowledge of ITIL v3 procedures
- Familiarity with Microsoft Office Applications

**Closing Date: Wednesday, August 7th, 2013**

**Send your resumé to: Human Resources Department,  
The Argus Group, 14 Wesley Street, Hamilton, HM 11 or,  
The Argus Group, P. O. Box HM 1064, Hamilton HM EX  
tel: 295-2021 • fax: (441) 292-6763 • email: [resume@argus.bm](mailto:resume@argus.bm) • [www.argus.bm](http://www.argus.bm)**

Argus strives to provide complete customer satisfaction by recruiting, developing and retaining the very best people who are committed to offering our customers exceptional service. Argus is an equal opportunity employer.

**You'll Enjoy Our Company**