

## Knowledge, Skills, and Abilities

1. Ability to deliver quality service and maintain positive working relationships with customers.
2. Ability to function as a team member, including the open sharing of information, willingness to help out wherever needed, and an understanding that team and the organization's objectives supersede personal agendas.
3. Ability to communicate clearly and effectively to both technical peers and less technical customers in person and via written media such as email, reports, and project charters.
4. Knowledge of and ability to apply IT service-delivery management best practices and procedures.
5. Understanding of project management concepts and tools.
6. Resourceful in identifying and obtaining information sources needed to perform duties effectively.
7. Ability to learn quickly; synthesize complex information, identify key points and communicate results accurately and effectively.
8. Ability to match appropriate technologies to meet existing business needs and support existing business processes.
9. Knowledge of and ability to perform research, testing, installation, customization, troubleshooting and support of Java based hosting solutions.
10. Familiarity with virtualized hardware & virtualized management concepts and tools.
11. Knowledge of server operating systems such as Windows, Unix, and Linux.
12. Knowledge of subsystems such as SANs, NAS, switching.
13. Knowledge of common TC/PIP protocols/services such as DNS, DHCP, SSH, FTP, Telnet, etc.
14. Mid to Advanced knowledge of Oracle WebLogic Server and/or Fusion Middleware, including installation and maintenance, managing patches and updates, and assessing future technical advances in the products. Strong understanding of standard markup languages such as XML and HTML.
15. Basic knowledge of bean scripting framework languages.
16. Experience managing, deploying, troubleshooting, and maintaining enterprise applications (both home-grown and 3rd party) in a large J2EE server environment such as Oracle WebLogic Server and/or IBM WebSphere.
17. Experience using J2EE troubleshooting tools (such as performance monitor, TPV, ITCAM) or other operating system or load-balancing tools to ensure appropriate sizing and scaling of enterprise systems/architectures.
18. Experience with administering and maintaining Apache web servers, including creation of virtual hosts, installing & maintaining SSL certificates, and configuring external plugins to augment functionality.
19. Familiarity with enterprise directory services and integration of J2EE technologies to LDAP directories.
20. Ability to troubleshoot problems stemming from hardware configuration, application code, or hosting platform resource limitations with a balanced and impartial perspective.