

Technical Systems Manager

Job Description

Technical Systems Manager

This technical systems manager role is designed to support both the technical and communication relationships between our business and technology partners. Associates in this role will have the opportunity to learn new skills and gain hands-on experience with leading-edge technologies.

This role is highly interactive in nature, requiring solid people management skills along with daily communication with technologies partners and our customers. Significant project involvement working with project managers, developers, and analysts across Capital One is also expected. Successful candidates will manager a team of Subject Matter Experts for projects being transitioned to our team for production support, including but not limited to: Ab Initio batch transformation processes, SQL database management, and Teradata and Big Data database population.

Specific aspects of this job include:

- Managing a team of production support associates
- Managing relationships with senior leaders in development, platform, and support organizations
- Representation of platform performance, incident and problem trends to business and IT partners
- Managing relationships with on and offshore managed service production support partners
- Partnering with Data Stewardship and business platform representatives to improve the integrity and confidence regarding applications
- Acting as an escalation point for on call support personnel
- Managing recurring problems through to permanent resolution
- Ensuring compliance to ITIL processes and procedures
- Demonstrating and actively seeking to gain a solid understanding of the Capital One business and the technical systems that support that business

Basic Qualifications:

- High School Diploma, GED or Equivalent Certification or military experience
- At least 2 years of UNIX experience
- At least 2 years Structured Query Language (SQL) experience
- At least 2 years people management experience

Preferred Qualifications:

- Bachelors degree in Information Systems or quantitative field
- 2+ Years Technology Production Support experience
- 2 + years Ab Initio experience
- 2+ years Data Warehouse experience
- 1+ years of experience with Big Data
- 1+ years of experience with enterprise scheduling tools
- 1+ years of experience in capacity planning
- Development or testing experience
- Excellent oral and written communication skills
- Business Process Management skills
- ITIL knowledge or experience

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If you require an accommodation to apply for a job or to perform a job, please contact Capital One Recruiting at 1-800-304-9102 or RecruitingAccommodation@capitalone.com.

All information you provide will be kept confidential and will be used only to the extent required to provide needed reasonable accommodations.

For technical support or questions about Capital One's recruiting process, please send an email to Careers@capitalone.com

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Internal: Technical Systems Manager

Job Details

Job Requisition ID: R3240

Location: West Creek 4 (12074)

Posting Date: 05/11/2016 - 1 month ago

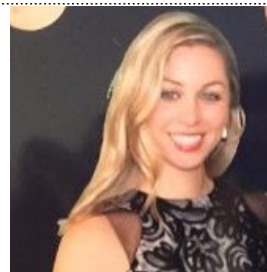
Job Family: Tech Ops and Infrastructure

Time Type: Full time

Job Type: Regular

Supervisory Organization: Technology Operations Delivery & Support (Cary Hall (357800))

Recruiter



Elizabeth Redding (528284)

Hiring Manager



Cary Hall (357800)

Team Members

