Lead Business Systems Consultant- Customer Account Servicing-R-321682  
location:SAN FRANCISCO  
Current area:Technology & Data  
Job Type:Full time  
Job ID:R-321682  
  
About this role:  
Wells Fargo is seeking two Lead Business Systems Consultants to support operational readiness, and incident, problem, and availability activities by following both Site Reliability and ITIL methodologies. The LBSC role will support Synthetic monitoring solutions and other service level indicators to measure service level objectives (SLO). The observability of any threats to customer happiness represented as the SLO will be clear for on call support to detect, react, mitigate, and communicate on variances to prevent a major incident. By working with vendors, scrum teams, application development, architecture, and line of business partners, the expectation for this role is to understand holistic the end-to-end dependencies (including but not limited to application, network, and Google Cloud products) and how to quickly engage teams, escalate if there is a delay, and drive major incidents by using playbooks and runbooks accordingly. This role supports error budgets, blameless lookbacks (5 WHY), and antipatterns to prevent reoccurrence of an incident in which shared accountability will be measured by data integrity in ServiceNow and SharePoint. This resource will support compliance and risk requirements to implement key risk initiatives such as Shared Risk Platform (SHRP), Triage, and Service Level Management in Partnership.   
  
In this role, you will:  
Lead complex initiatives to provide technological solutions with broad impact for cross functional businesses and technology teams  
Act as a key participant in providing strategic business solutions to companywide technology initiatives  
Evaluate highly complex business problems and provide subject matter knowledge proficiency for technology initiatives  
Define and lead detailed research on business and technology requests to develop efficient and accurate functional requirements  
Make decisions in highly complex and multifaceted situations requiring solid understanding of domain and technology applications, and which influence companywide technology solutions  
Lead project or systems documentation, and monitor and manage project schedules and deliverables  
Collaborate and consult with business and technology teams to provide comprehensive technological solutions for complex business problems  
Ensure communication and information flow between business and technology teams  
  
Required Qualifications, US:  
5+ years of Business Systems Data and Business Systems Designing experience, or equivalent demonstrated through one or a combination of the following: work experience, training, military experience, education  
Excellent Communication skills across all layers of managers and engineers  
Strong technical understanding of the internet topology   
Experience with problem and incident management  
Experience in performing research and analysis  
  
Required Qualifications, International:  
Experience in Business Systems Data and Business Systems Designing, or equivalent demonstrated through one or a combination of the following: work experience, training, military experience, education  
  
Desired Qualifications:  
Experience with either development or application support  
Experience providing knowledge transfers and documentation across staff  
  
Job Expectations:  
n/a  
Pay Range  
$115,900.00 - $206,100.00  
Benefits  
Wells Fargo provides all eligible full- and part-time employees with a comprehensive set of benefits designed to protect their physical and financial health and to help them make the most of their financial future. Visit Benefits - Wells Fargo Careers for an overview of the following benefit plans and programs offered to employees.  
401(k) Plan  
Paid Time Off  
Parental Leave  
Critical Caregiving Leave  
Discounts and Savings  
Health Benefits  
Commuter Benefits  
Tuition Reimbursement  
Scholarships for dependent children  
Adoption Reimbursement  
Posting End Date:  
28 Feb 2024  
\*Job posting may come down early due to volume of applicants.  
We Value Diversity  
At Wells Fargo, we believe in diversity, equity and inclusion in the workplace; accordingly, we welcome applications for employment from all qualified candidates, regardless of race, color, gender, national origin, religion, age, sexual orientation, gender identity, gender expression, genetic information, individuals with disabilities, pregnancy, marital status, status as a protected veteran or any other status protected by applicable law.  
Employees support our focus on building strong customer relationships balanced with a strong risk mitigating and compliance-driven culture which firmly establishes those disciplines as critical to the success of our customers and company. They are accountable for execution of all applicable risk programs (Credit, Market, Financial Crimes, Operational, Regulatory Compliance), which includes effectively following and adhering to applicable Wells Fargo policies and procedures, appropriately fulfilling risk and compliance obligations, timely and effective escalation and remediation of issues, and making sound risk decisions. There is emphasis on proactive monitoring, governance, risk identification and escalation, as well as making sound risk decisions commensurate with the business unit’s risk appetite and all risk and compliance program requirements.  
Candidates applying to job openings posted in US: All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, status as a protected veteran, or any other legally protected characteristic.  
Applicants with Disabilities  
To request a medical accommodation during the application or interview process, visit Disability Inclusion at Wells Fargo.  
Drug and Alcohol Policy  
 Wells Fargo maintains a drug free workplace. Please see our Drug and Alcohol Policy to learn more.