

SAS Administrator at T-Mobile

Location – Atlanta, Georgia

Description

This position represents an employee who is both technically deep and broad in their technical expertise, and also bridges the gap to project management in their ability to take on issues, research root cause, and push toward ultimate long-term solutions. A SAS Administrator would be considered a key member of any group, as they lead the other analysts and projects and are the 'go to' people in problem resolution. Responsible for the support of escalated software support issues. Coordination of end user support for all systems within the company that pertain to Application Support. Assess, coordinate and review all issues and impacts associated with Applications Support and business processes. Reviewing of changes to ensure that no operational or functional areas are impacted. Mentoring of EIT Analysts to ensure that knowledge base is passed to support functions.

Primary Duties and Responsibilities:

- Provide Subject Matter Expertise in one or more core functional Application Support Discipline (Message Processing, Mediations, Provisioning, Billing, Web, Middleware, Retail Activation Systems, Payment Processing, etc...)
- Ability to prioritize and resolve multiple complex and critical issues.
- Forecasts and plans for supporting both applications functionality and capacity requirements in a rapidly growing, changing and complex environment.
- Protect and insure the stability of the operational systems as well as maintain the integrity of the data they contain
- Assist in determining the impact of operational issues and provide input into their resolution via data extraction and quantification
- Coordinate and prioritize all escalated activities, including testing, project management and implementation of system upgrades, enhancements, and bug fixes.
- Maintain cross-business responsibilities by providing end-user support to multiple organizations within the company when issues arise
- Frequent interaction with the business to integrate knowledge of the business and functional priorities.
- Assess critical path and assist in implementation of any project required by the business
- Available to provide 24 X7 support as required

Secondary Duties and Responsibilities:

- Transfer knowledge to other members of your team as well as across to other groups
- Ad-Hoc reporting in special situations
- Validate all code produced by group is efficient and accurately addresses its purpose
- Assist in testing of new software as escalated
- On-call rotation to support operational issues

Qualifications

Functional/Technical Skills

- Strong UNIX & SQL skills with a focus on Oracle and SAS Administration (SAS Enterprise Guide & SAS Base modules)
- Knowledge of software development principles and methodologies

- Knowledge of wireless telecommunications industry (Prefer 6-8 years)
- Knowledge of wireless billing principles and processes (Prefer 6-8 years)
- Systems analysis skills to support/maintain operational systems
- Strong communications skills (verbal and written)
- Ability to multi-task and prioritize duties with respect to business needs
- Exhibit project management skills
- Self-motivated
- Flexible in work schedule to cover 24/7 operational support

Experience

- Strong experience in SAS (Statistical Analysis Systems) Administration and Support.
- Strong experience working with Oracle on UNIX using command line and GUI SQL tools.
- Strong knowledge of relational database design and support, including the support of large SQL based enterprise software systems
- Working knowledge of Teradata and Informatica would be a positive.
- System Analysis experience in the support/operation of an enterprise wide carrier class application, pref. a wireless environment (6-8 yrs preferred)
- Experience in testing, quality and change management methodologies
- Previous experience in 24hrs/day, 7days/week system support capacity

Education/Vocational Training

4 year degree (In Information Technology related field preferred) or equivalent work experience

Travel

- Yes, 10% of the time

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