



Position: Junior Systems Administrator
Discipline: Database Management, specifically FICO Debt Manager
Position Type: Exempt (salary)/Permanent

General Description:

Operating in a hi-tech, cutting edge industry, the Junior Systems Administrator will be exposed to new and emerging technologies. This is a challenging and rewarding position that requires an individual with both a diverse technical skill set and excellent communication skills.

Responsibilities:

- Manage and be responsible for the daily maintenance and operation of the main collection software DM10 by FICO.
- Troubleshoot all software issues for the FICO Debt Manager 10 Platform
 - Java based application issues on both server and client
 - SQL database issues including transactional replication
 - Help the MIS team to explore data insertion problems and have a working understanding of ETL data integration
- Involved in the migration (Collections system upgrade) of a large book of Collections & Recoveries accounts to the Debt Manager 10 Platform
 - Ideally, the candidate would have experience in large scale migration projects. Including functionality, interfacing, data mapping, testing and strategy build
- Plan, design and deploy improvements to creditor processes, through strategic rule based changes
- Monitor system performance and solve all performance issues
- Implement and maintain backup schedule
- Perform database maintenance and continuously monitor the live and report environments
- Upgrade the system periodically as required by the company and the vendor
- Publish reports and participate in the design and implementation of the reporting system
- Document processes and procedures relating to all aspects of the Debt Manager 10 platform
- Respond to out of hours emergencies.

Desired Experience:

- Minimum 2 years FICO Debt Manager collection software experience
- Knowledge of SQL including database maintenance and transactional replication (Microsoft SQL certification would be an asset)
- Java and JBoss knowledge across both server and client
- XML language knowledge
- Strong interpersonal skills
- Any experience with SQL SSIS, SSRS or SAS Base would be highly beneficial though not essential
- Proactive attitude with a commitment to performance



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***Key attributes:** Communicator; Consistency; Strategic Thinker; Proactive; Confident; Documentation; Decision-maker; Innovative; Works well under pressure; Diverse; Debt Manager (DM)

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