



Job Title: Business Systems Integration Support Manager

Job description:

Gislen Software, on behalf of a European based client is setting up a new Business Systems Integration Support team during 2012. Our client has multiple offices in Sweden and is a leading provider of integration solutions to major international corporations. The position will be based in Chennai, however 2 months training will be provided by our client at their office in Sweden. The role will primarily be to work with integration support services but also together with HR and Management, recruit, build and lead a support team of 3-4 people.

The integration solutions deployed by the client to their customers are from short problem-solving projects to comprehensive integrations solutions, using technologies from their partners such as Tibco Business Works, Microsoft Biztalk and Sterling Integrator. Understanding of B2B integration is required as the support team's role is to give level 2 technical support to the clients on their integration solution all over the world.

Tasks and responsibilities:

- Provide 2nd level support on business integration solutions to global customers
- To later train new team members
- To commit to provide excellent customer service to multinational clients
- To lead, mentor and motivate a support team
- Problem-solving integration solutions within an agreed SLA (Service Level Agreement)
- Work in a dynamic role where a broad range of business integration knowledge is required
- Work on call outside core office hours to support customers in other time zones

Required Experience:

- 5-7 year's work experience after graduation
- Experience in client communication written and oral
- Understanding of B2B Integration
- Must have experience of XML/XLT
- Capable to learn new technologies in particular Tibco, Sterling Integrator,

Good to have Experience:

- Leading a team
- Experience of integration services, preferably in either Tibco, Sterling Integrator or Biztalk
- Java or .NET development experience

Qualifications and skills:

- Passion to learn new technologies in a fun environment
- Computer Science or Engineering graduate
- Preferably a Master degree
- Excellent communication skills with fluent English oral and written is essential



- Analytical thinker, Problem-Solving - able to think outside the box
- Customer focused – Passion to help the customer by resolving the issue
- Good inter-personal skills
- Organized, resourceful and autonomous
- Able to travel and live in Sweden for training over the first 2 months of the work

Job characteristics:

This is a permanent role 40h/week with on call for support out of core hours is required laptop will be provided.