



Job Title: Jacada Infrastructure Server Specialist

Reports to Title: Director Professional Services

Location: Atlanta Office

Travel: Domestic 75%

Posted: 9/28/2010

Experience - At least 5 years progressive work related experience with a strong focus in systems and application engineering for J2EE applications on Windows, Solaris and Linux platforms. Typically leads/mentors less experienced staff of complex projects in area of expertise.

Position Summary:

Provide high-quality system administration support for J2EE servers - specifically WebLogic or WebSphere.

Specific Responsibilities:

- Setup and configure J2EE server environments based on customer specific requirements.
- Setup and tune single and clustered J2EE servers.
- Assist in monitoring servers during load tests and subsequently tuning the servers
- Have working knowledge of the moving pieces of J2EE server deployment architecture – load balancers, firewalls, etc.
- Develop and maintain specialized test environments in order to test and verify solutions to technical problems.
- Initiate training in technical areas of specialization for customers, sales staff, and support staff.
- Generate technical documentation in areas of specialization as assigned.

Mandatory Requirements:

- 5 years Experience: J2EE Application Server - WebSphere administration experience required (Experience with WebLogic admin a plus) including:
 - ✓ Install WebLogic/WebSphere
 - Proficiency with config.xml settings
 - Configure and tune single and clustered J2EE servers
 - ✓ Troubleshooting
 - Taking and analyzing thread dumps
 - Troubleshooting Out Of Memory
 - Troubleshooting Performance problems / Performance Tuning
 - Analyze the role that networks and firewalls play in resolving Application Server issues
 - ✓ Discuss the relationships between Application Server and the application components (e.g., browser, HTTP server, plug-in, firewall, database servers, load balancing)
 - ✓ Evaluate the design considerations of Application Server, packaging and installation in an enterprise environment (e.g., LDAP, database servers, etc.)
 - ✓ Articulate the various components of Application Server runtime architecture.
 - ✓ Performance Tuning
 - Provide guidance on application and server configurations (e.g. application bindings, tune HTTP session configuration parameters such as timeout value and persistence).
 - Evaluate and tune performance of Application Server and formulate recommendations (e.g. configure caching, queuing, thread pooling parameters and plug-in).
- 2 years Experience Unix - Solaris/Redhat Linux
- Exposure to Java, JSP, HTML, Javascript

Submit your résumé to:

Jacada Inc.

Attn: Human Resources

400 Perimeter Center Terrace, Suite 100, Atlanta, GA 30346

or email your resume to: humanresourcesus@jacada.com

Desirable Requirements:

- Consulting or Professional Experience
- Working Experience with WebLogic administration
- Working knowledge of, HTTP, JDBC, JMS, JNDI, JAAS, Web Services, JDBC Connection Pooling, Threading, Clustering, Proxying
- CTI experience desirable (Cisco, Genesys, Avaya, Nortel)
- Any of the following certification is a plus
 - ✓ BEA Certified Administrator
 - ✓ IBM WebSphere Application Server Network Deployment – Core/Advanced Administration
- Network Engineering/Administration experience a plus, including:
 - ✓ Load Balancing
 - ✓ Firewall administration

Business Skills:

- Professional Services or Consulting Experience desirable. Work Skills and Habits – A high-energy individual who is able to simultaneously manage multiple issues activities.
- Leadership – Ability to assist in the coaching and mentoring of junior and entry level support analysts as appropriate.
- Attention to Detail – Ability to undertake detailed activities with accuracy and reliability.
- Communication skills – Ability to effectively communicate ideas and concepts to other team members including both Customer and Jacada representatives.
- Team Work – Ability to interface and work cooperatively with teammates, customers and third-party service providers.
- Problem Solving Skills – Ability to resolve customer problems with diplomacy, either directly or with the team's assistance.

Education:

- 4-year college degree or equivalent work experience

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