

IT Operations profile for insourcing

Job Description: Senior Identity Management Expert

Job Purpose

Setup and govern overall identity management process, supporting the sysadmin teams in planning, monitoring & controlling of different activities & tasks

Key Responsibilities

- Define identity and access management policies and standards
- Define and promote access management projects
- Prevent potential issues or PII data breaches
- Root cause analysis on Incident management
- Coordinate external resources
- Manage relationship with our customers
- Support other teams in understanding standard checks and tools
- Act as single point of contact for issues about identity management configurations
- Forward and communicate escalations to direct supervisor
- Manage and prioritize issues
- Track and report on the progression of issue identified, in order to verify that are managed in time
- Ensure identity and access management documents/artefacts are documented, maintained and stored

Specialized Knowledge And Required Skills

- Project Management/Team Leading
- Excellent troubleshooting and problem-solving skills
- Excellent knowledge of authentication protocols (LDAP, Radius, Certification authority) and federations
- Very good knowledge of IAM solutions (opensource, IBM ISAM, IBM IGI, ecc...)
- Experience with Privileged Access Management solutions
- Experience in developing identity governance process and procedures
- Experience in system integration projects with central credential management tools (LDAP, AD, ecc...)
- Excellent knowledge of ITIL processes about Incident, problem and change
- Excellent relationship/stakeholder management skills
- Strong analytical skills
- Exceptional verbal and written communication skills (both local language and English)
- Effective planning and organization skills
- Copes well under pressure and with uncertainty
- Drives for results

Preferred Skills

- PMP or similar project management certifications
- ITIL V4
- (RHCSA) RED HAT CERTIFIED SYSTEM ADMINISTRATOR