IBM Leicester Service Centre - Vacancies for experienced hires

Background

The IBM Services Centre (ISC) Leicester, is a wholly owned and new subsidiary of IBM and is the first of its kind in the UK. There are three other ISCs across Europe. This is a new kind of working environment. A fast-paced and dynamic community created to deliver high-value technical services to clients. Buzzing with invention, innovation and a pioneering spirit, it feels like an entrepreneurial start-up, but with the support of the world's largest IT and consulting services company.

The ISC is seeking experienced hires with the following areas of expertise for upcoming project roles:

1. Senior Project Manager - REFSPM2
2. Software Support Specialist – REFSST2
3. Developer – REFDP2
4. Test Specialist – REFTST2
5. Business Analyst – REFBA2
6. Data Analyst - REFDA2
7. Project Office Support Specialist – REFPOS2

If you are applying as a recent graduate (have graduated within the last 18 months), please refer to our listing of graduate vacancies.

Start date and salary

New starters are recruited on a monthly basis. Salaries range from £25,700 - £52,600 and are dependent on the applicant’s area of expertise and the breadth and depth of experience.

About the posts

These posts are offered as 23 month fixed term role. All applicants must hold a UK work permit or visa valid for a two year period prior to applying.

How candidates apply

- Send a CV and a separate cover letter (in Word) explaining in not more than 400 words how you meet the criteria, as well as outlining current salary and notice period to: recruitment-isc@uk.ibm.com
- Please include the job reference quoted in the email subject heading and cover letter.

How candidates are assessed

Candidates will need to complete an online test and screening call and if successful, attend an assessment centre (run monthly). If a candidate passes all the initial stages, a final technical telephone interview will be held.
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<tr>
<th>Job title &amp; Reference</th>
<th>Senior Project Manager - REFS PM2</th>
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<tr>
<td>Salary range</td>
<td>£36,500 - £52,600</td>
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**Job description**
The ISC is looking for experienced project managers from both technical and non-technical backgrounds to join the project management team in areas such as: systems integration, release or transition management respectively. Successful candidates will have the opportunity to work on a variety of projects and gain exposure to different industries (including financial and the public sector). The roles will involve managing numerous aspects of project delivery in a highly customer-focused environment and working in tandem with other project leaders and technical teams.

**Skills & Experience**
Successful candidates will either have a computer science/STEM degree and come from a technical background (such as dev, test or support) or come from a sound project management background and hold a degree of any discipline. All candidates will be able to demonstrate a proven track record in managing a minimum of ten end to end complex IT related project cycles through to successful outcome, as well as the ability to achieve results collaborating with and managing a range of stakeholders and project teams. Candidates will also be able to indicate extensive knowledge and successful application of one or more PM methodologies including: Agile/SCRUM; PRINCE2; Manage Successful Programmes (MSP); DSM Atern or APMP amongst others. Ideal candidates will have proven PM skills and applied knowledge in all aspects of project delivery life-cycles (planning, risk and financial management, delivery and review) and illustrate strong leadership and people management skills. The project roles will be varied and individuals should therefore demonstrate a breadth of capability and evidence of the following:

- Establish and align policies, procedures, standards and frameworks to business need
- Understand project vision and create detailed project plans and forecasts to align accordingly
- Devise, develop and disseminate comprehensive project management tools and practices with stakeholders
- Perform detailed risk and issue assessments and mitigation strategies
- Ensures teams are in alignment with project and/or track deliverables and manage and or guide support staff through to achieve results
- Facilitate PMO governance, including project reviews
- Provide accurate reports on financials, delivery against targets and resource
- Devise and maintain accurate budgets and forecasts
- Pro-actively identify and troubleshoot project issues
- Provide technical input and content to project delivery (as appropriate)
- Add significant value to the client and the project

Candidates will also display:

- Excellent analytical and complex problem solving skills
- Professional and results oriented approach
- Strong interpersonal skills and ability to build effective relationships with all stakeholders
- Excellent written, oral and presentation skill
- A flexible approach to work and a 'can do' attitude, prioritising to meet operational and client needs
- The ability to work constructively as part of a team
- Nurturing and supportive leadership and management style
- Drive and enthusiasm
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<tr>
<th>Job title and reference</th>
<th>Software Support Specialist – REFSST2</th>
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<td>Job description</td>
<td>The IBM Services Centre Leicester is looking for talented experienced individuals to work within a systems support role and join our rapidly expanding team. Based in central Leicester, the ISC works with clients and with teams across IBM who need support specialists responsible for the smooth running of computer systems and ensuring users get maximum benefits from them. Support roles are likely to be related to software (e.g. applications), and involve supporting clients remotely. Successful candidates will have the opportunity to work on a variety of projects and gain exposure to different industries and client platforms.</td>
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| Skills & Experience     | Candidates will have a degree in Computer Science or other related IT degree, classification 2:2 or above (candidates with degrees in other STEM subjects will be considered if they can demonstrate an aptitude and interest in Computer Science).  
Candidates will have a proven track record in successfully delivering a range of support functions to clients including sound experience in: systems monitoring; trouble shooting; and diagnostics. Individuals should demonstrate experience and aptitude in providing basic to in-depth support covering level (tier) one and two and or level three.  
As well as having excellent communication, analytical and problem solving skills, and a clear client focus, ideal candidates will demonstrate their ability to:  
- Analyse and solve complex problems  
- Install and configure software (occasionally hardware)  
- Monitor and maintain systems, applications and networks on behalf of client  
- Troubleshoot, diagnose, resolve and communicate faults  
- Support application roll-out  
- Set up and configure accounts and passwords  
- Respond to users within set service level agreements  
- Establish good working relationships with clients and project teams  
Candidates will also display:  
- An ability to pro-actively take ownership of and resolve problems as and when they arise  
- A flexible approach to work and a 'can do' attitude  
- The aptitude to rapidly acquire new skills  
- The ability to work constructively as part of a team  
- Drive and enthusiasm |
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**Job description**

The IBM Services Centre is looking for experienced individuals to work within a dynamic software developer role (Java, Web or Mobile applications) and join our rapidly expanding team of Developers. Successful candidates will have the opportunity to work on a variety of projects and gain exposure to different industries and client platforms. Based in the centre of Leicester, the role involves development of innovative software for use in diverse business sectors, including finance and the public sector. Development will be for specific systems or a range of computer platforms and mobile devices for Linux and Microsoft environments. The role includes participation in design, build, test, deployment and support using object oriented programming languages and tools to deliver a range of solutions for front and back office enterprise, mobile apps and web based applications.

**Skills & Experience**

Candidates will have a degree in Computer Science or other related IT degree with a 2:2 classification or above. Candidates will have proven knowledge and a track record of application of more than one of the following: Java (J2SE/J2EE), Web servers (Tomcat), Databases (Oracle, SQL), Unix, IDEs (Eclipse), HTML5/CSS/JavaScript, and C++ amongst other languages. As well as having excellent communication, analytical, and problem solving skills and a clear client focus, ideal candidates will demonstrate their ability to:

- Build software from high level design
- Component test software to verify correctness
- Adapt software and react to change
- Support testing and implementation across the software pipeline (SDLC)
- Help in analysis of client specifications

Candidates will also display:

- An ability to pro-actively take ownership of and resolve problems as and when they arise
- A flexible approach to work and a 'can do' attitude
- The aptitude to rapidly acquire new skills
- The ability to work constructively as part of a team
- Drive and enthusiasm
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<th><strong>Job title and reference</strong></th>
<th><strong>Test Specialist – REFTST2</strong></th>
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| **Salary range** | Test Specialist £25,700- £33,800  
Test managers/technical leads £36,500- £52,600 |
| **Job description** | The IBM Services Centre Leicester is looking for talented, experienced test specialists and technical test leads to work within our dynamic and rapidly expanding software test team. Successful candidates will have the opportunity to work on a variety of projects and gain exposure to different industries (including financial and the public sector) and client platforms across Microsoft and Linux environments.  
Based in the centre of Leicester, the role involves requirement analysis, testing and test environment configuration. You will liaise with clients and development teams. Testing will follow standard methodologies and procedures for a range of solutions including front- and back-office enterprise, mobile apps and web based applications. Projects will vary in nature between: development, maintenance and support; and involve working on implementations, upgrades, releases and patches of software packages, as well as bespoke applications. |
| **Skills & Experience** | The ISC is seeking individuals to work on projects in the following areas: test execution; user acceptance; regression; load and performance; operations acceptance testing; automation and mobile testing as well as test management.  
Candidates will have a degree (classification 2:2 or above) in a technical discipline such as: Engineering, Computer Science, ICT, Physics, Maths, or alternatively another discipline where logical thinking is applied. Candidates will have a proven track record delivering testing concepts and methods, including integration, system, user acceptance, and regression testing, and awareness of system environments, browsers and technologies and or any other of the aforementioned aspects of test. Ideal candidates will have excellent communication skills, along with finely tuned analytical and problem solving skills, a clear client focus, and will demonstrate their ability to:  
- Help in analysis of client specifications and definition of test strategy, test plans and test cases  
- Configure test environments and execute automated and manual tests  
- Carry out functional, scale, performance and stress tests  
- Ensure software is fit for purpose through defect and vulnerability detection  
- Manage and maintain test results, defects and resolutions  
- Support development and implementation across the software pipeline (SDLC)  
Candidates will also display:  
- An excellent attention to detail and a desire to deliver quality products  
- An ability to pro-actively take ownership of and resolve problems as and when they arise  
- A flexible approach to work and a 'can do' attitude  
- The aptitude to rapidly acquire new skills  
- The ability to work constructively as part of a team  
- Drive and enthusiasm. |
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<th>Business Analyst – REFBA2</th>
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**Job description**

The ISC is looking for talented, experienced individuals to work as business analysts within our dynamic and rapidly expanding team. Areas of upcoming project activity include: business analysis, systems analysis, user requirements, business process design and interface design. Successful candidates will have the opportunity to work on a variety of projects and gain exposure to different industries (including financial and the public sector) and client platforms. Based in the centre of Leicester, the role involves working with enterprise level clients to capture and analyse requirements within diverse delivery methodologies (Agile, Iterative, Waterfall). You will liaise with clients and architects and gather requirements through defined techniques to deliver business outcomes for software solution and implementation.

**Skills & Experience**

Candidates will have a degree (2:2 minimum) in Business, Management, Computer Science, or other STEM discipline where logical thinking is applied. Candidates will have a proven track record of IT BA experience across a range of projects and demonstrate applied knowledge of SDLC methods including Agile, Iterative, Waterfall. Candidates will display basic knowledge and understanding of IT systems, infrastructure, databases and software. Additionally candidates will demonstrate broad application of analysis techniques and tools including amongst others: UML; BPM; Gap Analysis and MosCow.

Ideal candidates will have finely tuned analytical and evaluation skills, and be focussed on delivering effective and timely results, and be able to demonstrate their ability (by providing examples) to:

- Analyse and summarise complex business requirements
- Gather and synthesise intelligence and data from diverse sources
- Collaborate and communicate effectively with clients and team members
- Evaluate and transform information into fit for purpose solutions
- Produce documentation and specifications for solutions
- Understand software systems and services
- Support delivery with the complete SDLC

Candidates will also display:

- Exceptional stakeholder management skills
- Finely tuned communication and presentation skills
- Highly developed problem solving and risk analysis skills
- An excellent attention to detail and a desire to deliver quality outputs
- An ability to pro-actively take ownership of and resolve problems as and when they arise
- A flexible approach to work and a ‘can do’ attitude
- The aptitude to rapidly acquire new skills
- The ability to work constructively as part of a team
- Drive and enthusiasm
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| Job description         | The ISC is looking for talented, dynamic and experienced individuals to work within a newly developing analytics team. Successful candidates will have the opportunity to work on a variety of projects and gain exposure to different industries (including the financial and public sector) and client platforms. Areas of activity include: extract, transform and load, data analytics, data warehouse (cubes) and business information (BI).
|                         | Based in the centre of Leicester, the role involves working with clients to capture and analyse business data, providing technical subject matter expertise around advanced and large-scale data analysis, and presenting analytical insights to a non-technical audience.
<p>|                         | This will comprise identification and assessment of advanced analytics use cases; application of statistical approaches to analytical problems; rapid execution of analyses on structured and unstructured data including data preparation, analytical modelling and evaluation. |
| Skills &amp; Expertise      | Candidates will have a strong academic background in quantitative subjects including a minimum of grade B in A level Maths, and will preferably have a degree in Statistics, Mathematics, Engineering, Computer Science (or similar) or other science, with a solid foundation in modelling, statistics and analytics. Additionally candidates will have hands-on experience in leading advanced analytics tools (such as R, SPSS, SAS or MATLAB). As well as in-depth knowledge of relevant advanced analytics methods such as statistics, data mining, machine learning, and/or operations research. |
|                         | Ideal candidates will be highly analytical individuals with a strong understanding of statistical programming tools and languages, and be able to demonstrate their ability to: |
|                         | • Apply statistical approaches to analytical problems (machine learning, statistical modelling, supervised/unsupervised learning) |
|                         | • Gather and synthesise intelligence and data from diverse sources |
|                         | • Collaborate and communicate effectively with clients and team members |
|                         | • Translate data-driven insights into decisions and actions |
|                         | • Communicate findings to both business and IT leaders |
|                         | Candidates will also display: |
|                         | • An excellent attention to detail and a desire to deliver quality outputs |
|                         | • Highly developed problem solving and risk analysis skills |
|                         | • An ability to pro-actively take ownership of and resolve problems as and when they arise |
|                         | • A flexible approach to work and a 'can do' attitude |
|                         | • The aptitude to rapidly acquire new skills |
|                         | • The ability to work constructively as part of a team |
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<td>Job description</td>
<td>Based in the centre of Leicester, the ISC is looking for experienced individuals to work within a project management support (PMO) team or manage a PMO team. Successful candidates will have the opportunity to deliver or manage a variety of projects and gain exposure to different industries (including financial and the public sector). The role involves supporting numerous aspects of project delivery in a highly customer-focused environment, working in tandem with project leaders and other teams.</td>
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<td>Skills &amp; Expertise</td>
<td>Candidates will come from a range of disciplines (IT or non IT related) including but not limited to: Business, Finance, Management and should have an interest in supporting project delivery. Candidates will have proven skills and applied knowledge in project delivery life-cycles, project planning, risk and financial management. Ideal candidates will have excellent communication, analysis and data management skills, be able to collaborate effectively with clients and team members, and deliver timely project outcomes. Individuals should demonstrate their ability to:</td>
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- Support the establishment of policies, procedures, standards and frameworks
- Devise and develop project management tools and practices
- Perform risk assessments, identifying organisation risks and opportunities
- Help facilitate PMO governance, including reviews and prioritization
- Provide accurate reports on financials, invoices and resources
- Coordinate meetings and update and maintain project documentation and reporting
- Support budget and planning process, estimation and resource allocation
- Prioritise project activities
- Pro-actively identify and resolve risks and issues

Candidates will also display:

- Excellent analytical and problem solving skills
- Strong interpersonal skills and ability to build effective relationships
- Excellent written, oral and presentation skill
- A flexible approach to work and a 'can do' attitude
- The ability to work constructively as part of a team
- Drive and enthusiasm