



Blue Hill CICS System Programmer

JOB DESCRIPTION

TITLE: CICS System Programmer
DEPARTMENT: Mainframe Technical Services
REPORTS TO: Sr. Director of Mainframe Technical Services

SUMMARY DESCRIPTION:

z/OS CICS systems engineer, also known as a CICS systems programmer, is a specialized IT professional responsible for the installation, maintenance, and tuning of the Customer Information Control System (CICS) on IBM's z/OS mainframe operating system. CICS is a middleware platform used to manage high-volume, online transaction processing.

Core responsibilities

- **System installation and maintenance:** Installing, configuring, and upgrading CICS Transaction Server and related software using the System Modification Program Extended (SMP/E). This includes applying vendor patches, fixes, and new product releases.
- **Performance and capacity management:** Monitoring system performance, identifying bottlenecks, and tuning CICS regions to ensure they meet service level agreements (SLAs). Activities include analyzing performance data using tools like RMF and OMEGAMON.
- **Problem resolution:** Troubleshooting and debugging complex system and application issues, often involving the analysis of system dumps and working with software vendors.
- **Developer support:** Providing technical support to application development teams, including setting up and managing CICS regions and defining application resources.
- **System integration:** Working with other z/OS systems programmers to integrate CICS with other mainframe subsystems, such as DB2 (database management) and MQ (messaging).
- **Disaster recovery and security:** Assisting in the planning, testing, and execution of disaster recovery procedures and implementing security protocols using tools like RACF.



- **Automation:** Developing and implementing automation scripts using languages like REXX to streamline system management and improve efficiency.

Essential skills and qualifications

- **Expertise in CICS:** Deep knowledge of CICS Transaction Server architecture, internal interfaces, and resource management.
- **z/OS proficiency:** A strong command of the z/OS operating system and its utilities, including JCL, TSO/ISPF, and SMP/E.
- **Problem-solving abilities:** Excellent analytical and diagnostic skills for effective troubleshooting in a high-pressure, production-critical environment.
- **Mainframe languages and tools:** Experience with programming languages like COBOL, JCL, and REXX, as well as an understanding of common mainframe utilities.
- **Knowledge of related technologies:** Familiarity with other core mainframe products such as DB2, IMS, and MQ Series.
- **Communication and teamwork:** The ability to collaborate effectively with application teams, management, and other IT groups.
- **Continuous learning:** A proactive approach to staying updated on evolving mainframe technologies, including cloud integration and automation.

Typical work environment

The role typically involves supporting mission-critical applications that require 24/7 availability. As such, an engineer may need to participate in on-call rotations and perform after-hours or weekend work to support system maintenance and minimize disruption. The work environment is dynamic and highly collaborative, requiring interaction with different IT and business teams.

Contact:

Mike Woods

Sr. Director of Mainframe Technical Services

MWoods@BlueHillData.com