

NOTICE OF JOB AVAILABILITY

- Employer:** American Greetings Corporation, One American Blvd., Cleveland, OH 44145
- Title:** ESM Team Lead
- Worksite:** American Greetings Corporation, One American Blvd., Cleveland, OH 44145
- Duties:** Working under the direction of the Technical Services Manager, the ESM Team Lead at American Greetings Corporation in Cleveland, Ohio develops and manages multiple initiatives to ensure on time, on budget delivery of Enterprise Systems Management (ESM) projects that support monitoring/alerting of enterprise systems and applications. This position coordinates and directs the ESM team and is responsible for the quality delivery of all phases of the project life cycle and support of the ESM environment. The ESM Team Lead plans, directs, and prioritizes project activities of the ESM team members, provides training on products and technologies, and helps them correct day to day production issues. He or she is responsible for developing and maintaining system environments that facilitate the Information Technology Infrastructure Library (ITIL) principles of Asset Management, Change Management, Configuration Management, Incident and Problem Management. Additional duties of the ESM Team Lead include: creating and implementing strategic initiatives to standardize ESM related processes; gathering and analyzing data; preparing project status reports; managing ESM project budgets, schedule, scope, quality, and risk; providing engineering support; developing strategic roadmaps; and establishing and maintaining relationships with technology vendors.
- Requirements:** Bachelor's Degree in Information Systems, Electrical Engineering, or related field, or foreign equivalent as evidenced by a credentials evaluation, and 3 years of experience managing and delivering complex ESM solutions in a large, global organization including: automation; coding: VBS and Javascript; and IBM Tivoli suite skills: Tivoli Monitoring 6.3, Netcool Impact 7.1 & Omnibus 8.1, SmartCloud Control Desk 7.5.
- Salary:** Commensurate with qualifications and experience (\$109,777.50)
- Contact:** Karen Santagata, Sr. Litigation & Immigration Specialist, (216) 252-7300, karen.santagata@amgreetings.com.

This notice is posted in connection with the filing of an application for permanent alien labor certification. Any person may provide documentary evidence bearing on the application to the Local Office of the State Employment Commission and/or the Regional Certifying Officer of the Department of Labor:

U.S. Department of Labor
Employment and Training Administration
Harris Tower
233 Peachtree Street, Suite 410
Atlanta, Georgia 30303
Phone: (404) 893-0101
Fax: (404) 893-4642