

## **Application Support Analyst *Job Description***

Responsible for running the Support Desk, providing effective and high quality support across all software systems and playing a key role within the team.

### *Personal Spec*

Application Support Analyst or junior programming background

Knowledge of minor programming/scripting

Experience of Windows platforms including configuration

Client focused and support orientated

Excellent communication and interpersonal skills, both written and verbal

Experience in a Financial Services environment

Good understanding of SQL Server or Oracle database management systems

Understanding of web technology

### *Duties & Responsibilities*

Provide applications support and guidance which may include service packs, upgrades and infrastructure

Maintain appropriate levels of technical and procedural documentation

Adhere to appropriate departmental procedures and practices (such as auditing requirements, control procedures and incident management procedures)

Work in partnership with other department as required ensuring correct exchange of knowledge and successful transition of developments into production

Conduct platform monitoring and performance tuning

Take responsibility for capacity management and platform scaling

Work with project teams to investigate complex issues, identify and implement solutions to re-occurring problems

Share / spread knowledge throughout the Support Team and relevant areas, from development through to support