Our growing company is searching for experienced candidates for the position of applications support analyst. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for applications support analyst

- Maintaining operation, monitoring and integrity of production systems to meet established standards
- Participating in large scale projects that impact the US Equity business and technology
- Ensuring that appropriate levels of Quality Assurance have been met for all new and existing products
- Ensuring that products and changes are fully documented, supportable and captured Interface with internal and external business and technical partners
- Participating in regression testing and BC/DR exercises
- Proactively identifying opportunities for change and improvement within the production environment
- Interacting with Middle Office groups to determine data, performance, and other issues related to the application
- Ensure end user support (Back Office, Finance team, …) resolve first level of production issues
- Control the correct sourcing and the availability of the tools (monitor flows timings, control the consistency of the data provided, verify access to the tools, inform internal clients, …)
- Follow-up on production support, incident management, and prepare incident dashboards

Qualifications for applications support analyst

- Experience working with back office applications process & procedure knowledge of back office operations and Finance
- Application server knowledge (any server)
- Infrastructure related
- Familiarity with development and testing concepts
- Hands-on approach to analyze, troubleshoot and debug problems
- Minimum 4-8 years' experience in Software Development and level 3 production support role