Our company is looking for an intermediate application support analyst. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for intermediate application support analyst

- Analyse and resolve issues in line with contracted SLA's
- Identify, initiate and scope service releases, ensuring all release documentation is easy to read and contains all necessary documentation
- Coordinating resources and teams to troubleshoot/resolve issues
- Communicating changes, incidents, and outages
- Running API test cases
- Logging remotely into desktops and shaking down applications
- Diagnose and correlate - Disparate information to determine the appropriate course of action for medium to highly complex situations, which requires in-depth investigation and analysis to provide a solution in most situations
- Complex technical evaluation - Determine risk levels and technical feasibility when making changes to applications
- Strong judgment skills - Work in a highly complex environment where judgement are dependent on a number of variables such as time, complexity

Qualifications for intermediate application support analyst

- Employee must have a valid drivers' license and possess own transportation
- Bachelor's Degree or College Diploma Computer Science and/or related field
- Knowledge of SharePoint or other Microsoft productivity products highly preferred

- At least a minimum of 3 years practical work experience supporting printers, networks, servers, and PLC
- Typically has 2+ years experience with modern technology and application support through education or practical experience