

Employee Job Description



Employee Information

Department:	IT	Date:	03/11/2014
Job Category:	First/Mid-Level Officials and Managers	Job Title:	Application Support Analyst
# Hrs. Per Week:	40	Reports to:	IT Manager
Work Days:	Monday - Friday	Exempt/Non-Exempt:	Non-Exempt
Employment Status:	Regular Full-Time		
Work Hours:	40 Weekly - 9 daily		

Job Summary

Responsibilities include providing technical support to SLS, being a technical liaison, developing and documenting business requirements, analyzing process workflows, issue resolution, technical team relationship management, and assistance in testing and implementation to ensure efficient and effective business operations. Purpose is to become SLS Subject Matter Experts, being the primary contact for Tier 3 Technical Support.

Essential Job Functions

Position requires financial responsibility: Yes No

Interview customers (internal and external) to collect information about incidents and lead the customers through diagnostic procedures in order to come to an acceptable resolution.

Handle problem recognition, research, isolation, customer updates, incident documentation, case resolution, expectation setting and follow-up for user problems.

Work with other technical and non-technical team members and managers to resolve more complex problems.

Promptly respond to work stoppages and other priority cases that affect SLS users (remote and on-campus) in a timely manner that complies with documented service levels for work stoppages and other priority cases.

Relay work stoppages as well as their status and resolution to the entire company.

Evaluate, document, and recommend improvements and development needs of existing software or processes based on SLS standards and business needs. Send recommendations to SLS management.

Monitor Support Request (SR) Queue

Prioritize SRs currently assigned with those unassigned SRs in the queue.

Work with team members to get urgent SRs assigned appropriately.

Create and maintain detailed documentation and audit trail for all Support Requests, communications, troubleshooting steps, research, processes and any other related information without exception.

Consult with Developers or other technical support teams, as required, to explain process improvements, software recommendations, software bugs and errors, hardware issues, or to recommend changes to programs.

Resolve day-to-day technical issues within the applications and processes supporting SLS.

Troubleshoot and resolve technical customer support issues.

Troubleshoot issues between SLS and various B2B partners

Perform analysis of system techniques and procedures to determine hardware, software, and system functional specifications.

Execute daily and weekly technical tasks, including various reports and scripts, to help monitor and mitigate

customer issues.

Monitor and maintain SLS server processes and error logs to ensure application stability and performance.

Identify recurring technical issues that should become automated and ease monitoring of applications.

Assist in testing and deployment of SLS applications, specifically regarding server processes and services.

Work closely with Software Developers and Project Managers, ensuring SLS Division's technical needs are met.

Become the recognized technical expert with respect to the systems that support SLS.

Develop trust and confidence with SLS Departments and Management.

Additional duties as assigned.

Job Specifications

Ability to interact with all levels of the organization in a training, technical and supporting role.

Excellent communication, analytical, interpersonal, prioritizing and organizing skills required.

Fluent in SQL, ability to write ad hoc reports and complex queries.

Experience with C# programming language

Ability to attend work and be productive during normal business hours and to work early, late or weekend hours as needed for successful job performance.

Training/Education and/or Experience

SQL Server Database

Experience with XML and electronic B2B integrations utilizing XML files and an API is a plus.

Ability to multitask and triage priorities.

Strong analytical skills.

Must have the ability and desire to learn new things and adapt to changes in technology and environment.

Organizational skills, with attention to detail.

Ability to work well with others.

Strong communication skills.

Technical skills and aptitude required.

C-Sharp and .Net exposure

Citrix experience is a plus

Additional training might be required by department manager.

Physical Demands

This job requires the employee to occasionally stand; walk; sit; use hands; climb stairs; balance; stoop; kneel; read; talk or hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities include close vision and the ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment

The work is performed primarily in an office setting. The noise level in the work environment is moderate.