

### Role Summary

Sysrepublic are looking for Application Support Analysts and Support Engineers to join our expanding team at a successful, dynamic software company, specialising in advanced data analytics for the retail industry. These roles would suit either recent graduates interested in data analytics or programming, or more experienced engineers looking to further develop their skills and careers.

### Responsibilities

- Support, optimisation and customisation of our award winning integration and data analysis software using core Microsoft technologies
- Managing cases, requests and enhancements using online tools and processes
- Ensuring that client systems are fully operational and any loss of service is restored in a timely and efficient manner
- Providing a high level of service to our customers and adhering to our strict SLAs for response and restoration times
- Problem determination, workaround resolution, root cause analysis, major incident management
- Deployment of service releases, patches, requests and customisations
- Create productive relationships with and between key stakeholders
- Ensure that solution and application support documentation is maintained to the highest quality and accuracy

### Other Responsibilities

- To assist with the support of internal applications and infrastructure
- Creation and distribution of knowledge and information with other team members and the company
- Providing assistance and cover for other team members where required

### Required Skills

- Excellent analytical and problem solving skills
- Practical experience of Windows Server, SQL Server, IIS and networking
- Ability to work both independently and as part of a team
- Excellent customer service skills
- Understanding of software development cycle
- Excellent written and spoken English
- Flexibility - responsibilities may require occasional evening and weekend work

### Desirable Skills

- Previous experience dealing with support cases or requests via e-mail, telephone and in person
- Familiarity with the Retail sector is advantageous
- Requirement gathering and specification planning
- Ability to understand the logic flow of programming through reading C#, T-SQL or XSLT content.
- SQL Server administration or development
- Familiarity with source control and development IDEs
- Understanding of change and release management