Job Title: Application Support Analyst (IC18ASA)

ICONI Software is seeking a highly-motivated Application Support Analyst to join our growing team. The successful person will work within our Support Team and will have exceptional communication skills and the drive to provide first-class service to our growing customer base.

Main Duties:

- Administration of ICONI's ITIL based Ticketing System called Support Centre
- Logging and prioritising Tickets in line with SLAs
- Ensuring Customer Service Requests are proactively fulfilled
- Ensuring Incidents are investigated and key users are kept up to date on progress
- Conducting Root Cause Analysis (debugging) of Problems and their timely escalation when required
- Monitoring the health of ICONI's applications and investigations as required
- Reporting of Supporting Trends, areas for Service Improvement and potential new features to Management
- Creation of training materials and updates to the companies knowledge base
- Proactive continuous review of ICONI applications to build a detailed understanding of all applications
- Building strong relationships with our Customers through regular contact and first-class service
- Regularly communicate with users regarding issues, investigations and updates
- Conducting monthly solution releases to publish new features/enhancements to the Live Environment
- Administration of infrastructure such as **Microsoft Azure** and **Windows** and **Office 365**
- Creation of Test Cases and Testing against company standards to ensure high quality code
- Playing a part in Technical analysis of customer requirements to identify technical solutions and enhancements
- Liaise with the Development Team in the delivery of Customer Change controls
- Contribute to the wider business initiatives and perform other duties required by the company
- Regular reporting to Management regarding on-going projects and tasks

The Ideal Person:

- At least 2 years' experience in an Application Support role using skills such as C# and SQL
- Experience within a Software Development environment
- Exposure to technologies such as **Microsoft C#, T-SQL**, **jQuery** and **Visual Studio** and **SQL Management Studio**
- Interested in progressing as an Application Support Team Lead in the future
- Enthusiastic and willingness to learn new technologies and skills
- A keen interest in problem solving and the drive to go the extra mile to complete the task
- Ability to work as part of a team and take pride in the quality of their work at all times
- Able to work flexible hours as required and be prepared to travel throughout the UK/Ireland

In return, we offer an excellent working environment, laptop, rapid skills acceleration including on the job training and vast exposure to all stages of the lifecycle of a software solution.

ICONI is an Equal Opportunities employer.

If you think this position is right for you and your CV demonstrates the required specification, send your CV to:
jobs@iconi.co.uk

Position Closes: 19th October 2018