



Application Support Analyst & Developer – Regina –AD-2012-05

The Application Support Analyst & Developer will have the skills to identify, research and resolve production application and data problems such as; bug fixes, installation of vendor supplied patches and upgrades and other activities deemed necessary to keep the client's production systems available, operational and stable. Reporting to FCIAS Management, the Application Support Analyst & Developer position will work with business units/clients/vendors in order to confirm that updates to the client's applications are implemented such that the application can continue to support business needs and be operated and maintained in a production environment consistent with the defined operation, maintenance and service level requirements. The Application Support Analyst & Developer will also ensure that existing business processes, operations, maintenance and service level requirements will not be impacted by the application changes implemented.

Primary Responsibilities

- > Develop and execute a strategy and plan for the maintenance and release of software applications to address bug fixing, fault correction and master data and table updates in order to address approved support and maintenance service requests.
- > Ensure all software applications are running on a supported version and that all databases are also operating under a valid and supported version.
- > Provide application services for approved service requests in accordance with agreed to technical or functional specifications and provide corrections or replacement of errors.
- > Act as the tier 2 contact for the client and the intermediary between the vendor and the client.
- > Provide planning and execution services for application upgrades.
- > Ability to support packaged IT applications implemented by the client.
- > Enhance new/existing application functionality in accordance with design specifications, development and documentation standards and quality requirements
- > Update documentation resulting from software application changes.
- > Respond to user inquiries about the application and its associated databases and interfaces.
- > Provide more detailed issue and problem diagnosis in support of help desk queries.
- > Perform root cause analysis and provide reports for production failures.

Secondary Responsibilities

- > Develop and implement quality assurance requirements and assist users in conducting User Acceptance Testing (UAT).

Qualification

- > Senior resource with significant analytical experience, demonstrating problem solving ability.
 - > Senior resource with significant technical consulting experience utilizing desktop tools.
 - > Proven testing skills and techniques.
 - > Proven documentation skills.
 - > Proven communication skills
 - > Able to function within a high level of activity (working with deadlines on several concurrent initiatives).
 - > Breadth of diverse exposure to applications
- A combination of education and experience will be considered*
- > Ability to diagnose technical problems such as delays, malfunctions, and errors in order to determine the cause of the issue and provide a workable solution in a reasonable timeframe
 - > Ability to prioritize and organize own workload to meet tight deadlines in a changing environment
 - > Ability to work in a independent and team environment
 - > Ability to provide excellent Customer Service

The successful candidate will be a respectful, self motivated team player that can work with minimal supervision.

Please submit your cover letter and resume, quoting competition number **AD-2012-05**, in confidence to:

Human Resources
FCI Accelerated Solutions
Fax: 1-306-543-2112
Email: careers@fcicanada.com

FCIAS offers a competitive salary and benefit plan.

We would like to thank all applicants for their interest; however only those selected for an interview will be contacted.

FCIAS values a representative workplace and encourages all qualified groups to self-declare.