Title: Applications Support Analyst	**Location:** Jackson, MS
Type: Direct hire – full time	**Industry:** Manufacturing

Overview

A staff position in the Information Technology (IT) department with the responsibility to provide Tier-1 problem resolution and general IT support for all current, as well as, new applications as identified by IT Management. Position is responsible for providing the business knowledge and the technical knowledge to ensure data is secure and accurate. Position also is responsible for providing a level of quality checking between the development and implementation to help ensure a smooth transition from testing to the production environment.

Job Title: *Applications Support Analyst*
Reports To: *Applications Support Manager*

Responsibilities

Support for the following:
- Timekeeping [KRONOS]
- Training & Education [TEDS]
- Environmental Health and Safety (EHS)
- Possibly other platforms.
- Maintain Users, Profiles, Authorizations and some master data. This could include User Training in Applications
- Responsible for Reporting and Support. This includes standard reports as well as possibly designing, developing, testing and supporting new reports. May be required to utilize technologies such as Database Reporting Crystal Reports.
- Responsible for configuration/installation, maintaining various control tables, records and/or configurations, troubleshooting job cancellations, investigating interface failures, assisting users in solving problems and finding improvements to current processes or methods.
- Provide check printing technical support to the Treasury Department.
- Provide 1099 and other year-end printing support as needed.
- Provide support for other platforms as needed.
- Provide On-Call support for applications previously listed.
- Initiate/Process Work Orders for tasks related to the above Applications.

Qualifications

- A degree in a technical field (or equivalent education and/or experience related to Computer Science and Programming)
- Broad knowledge and application experience in KRONOS software, TEDS, ENABLON, and SAP interfaces is desirable.
- Timekeeping [KRONOS] Administration and+ Support
- EHS knowledge involving Chemicals, Petroleum Products highly desirable

To inquire about this position, please send an email with your contact information to contact@tacitLLC.com. **Or call Joe Rosenfield directly at 920.437.4391.**

- Query Language (Crystal Reports, etc.) and Tool usage
- 1-2 years experience in the support of technology solutions.
- 1-2 years experience in problem resolution covering different areas of IT.
- 2+ years experience supporting customers including applications support, networking, telecommunications and general PC support on Windows client platforms.
- Understanding of systems both from a functional and technical perspective.
- Understanding of the basic systems development life cycle: analysis, design, development, test, implementation and support.
- Experience in developing procedures and documentation
- Ability to communicate in a collaborative manner is a prerequisite for consideration.