



Title: Senior Application Analyst	Location: Green Bay, WI
Type: Direct hire – full time	Industry: Financial Services

Summary:

Senior Application analysts act as technical leaders of IT to users or customers. They provide 2nd and 3rd level support in the problem resolution, installation, and/or tuning of user or customer systems and applications. They provide proactive support by monitoring system and application resources with tools and monitoring software. Senior Application Analysts provide the technical support which enables the successful ongoing implementation of business solutions. The Senior Application Analyst is recognized as a business resource and process expert within the company and may bring with them significant experience from one or more of the Business Applications Systems, Application Services, Web Administration, Database administration or other IS discipline.

Duties and Responsibilities:

- Independently performs application problem resolution.
- Escalates and notifies management of business impacting problems.
- Tracks all tasks and problem reports in his/her queue and communicates solutions and resolution to affected parties as appropriate.
- Determines problem resolutions and clearly documents resolutions on problem reports.
- Recommends technical solutions to reported problems, identifying pros and cons of each solution.
- Uses tools to proactively monitor the application and processing platform systems to identify problems as soon as possible.
- Participates in projects as a Subject Matter Expert.
- Leads small to medium projects as a Project Manager.
- Provides feedback to management and other internal organizations on product usage problem areas.
- With the IT Management, develops action plans based on measurements and metrics.
- Correlates call and problem data to determine trends.
- Designs and implements support applications or subsystems.
- Identifies and recommends uses for new support products through formal proposals.
- Influences technical management in the area of application planning, system design, and product selection.
- Participates in the evaluation of new application and product requirements and specifications.
- Advises management regarding Analyst staffing and training needs.
- Continues the development of extensive technical knowledge of hardware, software and applications and their uses.
- May act as a mentor for Application Analysts.

Requirements:

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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.

Education and Experience:

- Bachelor's degree or university degree or program certificate; and/or related experience and/or training; or equivalent combination of education and experience.
- Two to six years of previous Application development and support experience.
- Thoroughly understands the principles and concepts of the key technology in use at location, including, Platform Processing Systems, Business Applications, Business processes, and security.
- Proficient with personal computers and related software.
- Understands telecommunications and computer systems terminology.
- Knowledge of .NET, C#, and Web Development Languages.
- Knowledge of SQL Database Administration.
- Understands the general functional capabilities of all deployed applications and technology.
- Is considered an expert in two or more application/business disciplines or related systems disciplines (such as Business Process, Application Development, DB Management, application performance, etc.).
- If recognized as expert in a specific area, will display advanced knowledge of that discipline in appropriate design and support.
- Familiar with alternative solutions and systems to those deployed.

Skills:

- Able to analyze difficult/complicated situations with careful attention to detail as it fits into the larger picture
- Strong, proactive and creative problem-solving skills
- Able to easily and positively adjust to changing priorities and department processes.
- Ability to effectively work with very difficult/angry/aggressive customers in a sensitive, flexible and yet professionally assertive (non-aggressive), proactive manner.
- Effectively manages time and work flow to meet schedules.
- Effectively communicates with internal personnel and external users.
- Expresses ideas and technical subject matter clearly and concisely.
- Is capable of managing multiple problem resolutions or projects simultaneously.