



ROLE PROFILE

Title:	Application Support Specialist
Function:	Client Technology Solutions
Reports To:	Sr Director, Loyalty and Payment Technology Solutions
Location:	Toronto
Type:	Full-Time

Role Overview

The Application Support Specialist is responsible for the configuration and operations of our platform solutions for internal and external stakeholders on one or more of ESI's clients.

The Application Support Specialist will be an in-house expert in Exchange Solutions' proprietary platform. They work closely with the Technology Solutions, IT operations, and Development teams to ensure Exchange Solutions' proprietary platform continues to operate as expected. Additionally, they are expected to lead the application operation, incident management, problem determination and resolution activities with respect to their assigned client implementations.

As an in-house expert, they are expected to effectively communicate with technical and business resources across the company and with the clients and/or partners for issue support, problem determination and resolution and system reconfiguration.

Specific Responsibilities

- Act as an in-house application expert in all aspects of the operations of their assigned client implementation.
- Perform issue diagnosis, problem source identification and root cause by reviewing application log files, application data, configuration artifacts, user escalation reports and any other available data to lead technical staff in diagnosing and triaging technical issues and escalating to business resources where appropriate.
- Work with all stakeholders to investigate the client systems, recommend, outline and document configuration requirements and technology integration solutions.

- Conduct configuration management activities of our platforms consistent with Exchange Solutions' methods, processes and workflow.
- Write and execute SQL queries and custom scripts to apply configuration changes, system auditing and reporting.
- Effectively manage partner and vendor relationships to ensure compliance with contractual Service Level Agreements (SLAs).
- Document, monitor and continually improve on-going operational procedures.
- Research solutions and best practices for various assignments.
- Manage risk reduction during implementation by minimizing the amount of change requests.
- Effectively provide status updates to the Sr Director, Loyalty and Payment Technology Solutions.
- Contribute to the overall operations and culture of the company, fostering our values and policies.

Capability Requirements – education, skills & experience

- Post-secondary degree in Computer Science (or equivalent knowledge & learning capability from work experience).
- 5+ years related experience in a small to mid-size software company in a technical lead expert role.
- Demonstrated experience with real-time transactional systems.
- Experience with loyalty and payment systems an asset.
- Strong aptitude for technical learning, including demonstrated ability to learn and master custom in-house applications.
- Superior communication skills, including ability to translate technical requirements to the business partners, formal presentations, internal communications and design documentation.
- Proficiency in writing SQL queries and stored procedures for relational databases, i.e., Postgres, Oracle.
- Proficiency in data ETL procedures.
- Proficiency in web technologies: XML, HTML, JavaScript, REST.
- Experience with Linux and Apache an asset.
- Proficiency using MS Office suite software, including Microsoft Word, Excel and PowerPoint.
- Strong project management skills.
- Strong problem solving and decision making ability.