

## **ROLE PROFILE**

<b>Title:</b>	<b>Application Support Specialist</b>
<b>Function:</b>	Client Technology Solutions
<b>Reports To:</b>	Application Services Team Lead
<b>Location:</b>	Toronto
<b>Type:</b>	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.
- As a L2 support team member, work on various production support activities.
- 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.



- Ensure compliance with contractual Service Level Agreements (SLAs).
- Work with the team lead to coordinate and escalate with partners and vendor wherever needed.
- 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 different stakeholders as needed.
- 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).
- 3-5+ years related experience in a small to mid-size software company, preferably with loyalty and payment systems, is 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.
- Strong problem solving and decision-making ability.
- Proficiency in writing SQL queries and stored procedures for relational databases, i.e., Postgres, Oracle.
- Proven ability with data ETL procedures and web technologies: REST calls.
- Cloud platforms such as OCI (Oracle Cloud Infrastructure) or AWS, is desirable.
- Real-time transactional systems and related monitoring is desirable.
- Diagnosing issues and debugging utilizing detailed logs using Sumo Logic is an asset.
- Expertise with Linux and Apache is an asset.
- Must be experienced with deploying and supporting Java based applications.
- Familiarity with MS Office suite software, including Microsoft Word, Excel, and PowerPoint.