

Application Analyst

Department: IT Availability Services (ITAS)
Reports to: Director of ITAS, North America & New Zealand
Location: Phoenix, AZ
Hours: 40/week

Summary

The Availability Analyst is a member of a team responsible for the 24x7 operation and support of PROACTIS' broad commercial application suite. The position will be required to employ technical problem-solving ability with a wide array of technical competencies to effectively support the application environment.

Primary responsibilities and accountabilities

- Provide level 2 technical support for commercial applications
- Execute scheduled commercial software deployments outside standard business hours
- Build and maintain application environments
- Perform 3rd party application installs
- Create scripts, applets and web tools to assist with monitoring, response, and availability recovery efforts
- Be available on-call to respond to issues affecting availability and performance of the production commercial applications

Skills and experience

- University undergraduate degree in Computer Science or related field (or equivalent experience)
- 5+ years of relevant work experience
- Exceptional technical troubleshooting and problem-solving experience
- Experience operating and supporting:
 - Unix/Linux applications; especially web applications on Apache/Tomcat
 - Windows Server applications particularly web applications on IIS
- Basic understanding of TCP/IP, DNS, HTTP, TLS/SSL, web cryptography (certificates), and authentication/authorization concepts
- Experience with shell and/or Perl, and batch/WSH scripting
- Strong background with SQL and relational databases (emphasis on Oracle and Microsoft SQL Server)
- Experience with procedural SQL (desired)
- Experience with Java, JSP, ASP or other web development technologies
- Familiarity with business document standards, XML (required), and EDI (desired)
- Experience or familiarity with B2B eCommerce (desired)
- Experience implementing or supporting Enterprise Resource Planning/Management (ERP/ERM) systems (desired)
- Experience interacting with LDAP (desired)
- Ability to work both autonomously and collaboratively across the organization



- Ability to work in a fast-paced environment that requires proactively defining and managing various tasks and priorities concurrently
- Possess a team-oriented attitude with the desire to learn and grow

Application

To apply for this position, please forward a CV and covering letter to HR-US@proactis.com