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Job Title: Application Support Analyst (ASA)

Reports To: Team Lead, Advertising Support

Exempt Position (Salaried)

Location: Cincinnati, Norfolk or Tempe

Date: November 2, 2007

Description

This position provides application support for complex issues directly to customers for selected products ranging from high-volume newspaper web sites to web applications that enable customers to conduct business online through the Internet.

The Application Support Analyst is responsible for supporting multiple business applications and training customers on how to properly use those applications. The ASA will have a deep knowledge of the application, and usually have a deeper knowledge than the users at the newspapers; in many cases the ASA will have a deeper knowledge than the application developer (either vendor or internal to GMTI). The ASA identifies, researches, and resolves product application related issues. Upon identification of a bug in the software, the ASA will provide necessary documentation to the Development Team or in some cases deal directly with the vendor. This position will respond to telephone calls, email and other requests for support. The ASA documents, researches, diagnoses, tracks and monitors the problem to ensure a timely resolution. The ASA may need to be able to recreate the problem in their use of the application. They will resolve data and/or database issues by analyzing data problems, data load errors, database errors, application issues, data inconsistencies along with performing trend analysis in order to determine the root cause. After resolution, the ASA must document the resolution and troubleshooting steps in the Knowledge Base for that product in the event the same incident appears in the future.

The ASA needs to be highly technical, highly motivated and customer-focused. The ASA will be heavily involved in the change management process for their product, including assessing any changes to the product which might introduce problems in the production environment. They will have an instrumental role in the Development Life Cycle, and participate in the rollout of changes to the product.

Required skills/experience

- Minimum of a four year Technical Degree.
- Possess a minimum of 2 years experience in Applications Support and Unix Systems Administration.
- Knowledge of Perl and Shell scripting a plus.
- Technical skills must include proficiency in:
 - Unix
 - Windows NT/Windows 2000/Windows 2003
 - MS – Excel
 - MS – Word