



APPLICATIONS SUPPORT ANALYST

SCOPE OF POSITION:

The Applications Support Analyst's role is to deliver support to end users in the organization about how to use various types of software programs efficiently and effectively in fulfilling business objectives. The Application Support Analyst is also responsible for assisting in the design, delivery, and improvement of in-house software applications training programs and related courseware.

DUTIES AND RESPONSIBILITIES:

- Fields incoming problem tickets from end users to resolve application and software issues within servers, databases, and other mission-critical systems.
- Prioritizes, schedules, and administers all instances where enhancements and defect resolution are required.
- Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
- Records, tracks, and documents the problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
- Tests, fixes and performs post-resolution follow-ups to ensure problems have been adequately resolved.
- Maintains and enhances performance of all new and existing software and applications across the organization.
- Coordinates with department heads to assess departmental application training needs and objectives.
- Participates in the design, development, and delivery of software applications training programs and individual classes.
- Post software updates, drivers, knowledge bases, and frequently asked questions resources on company intranet to assist in problem resolution.
- Performs preventative maintenance, including the installation of service packs, patches, hot fixes, anti-virus software, etc.
- Applies diagnostic utilities to aid in troubleshooting.
- Reviews and analyzes existing applications effectiveness and efficiency, and then develop strategies for improving or leveraging these systems.
- Compiles and maintains inventory of company software and systems assets and their corresponding contracts/agreements.

REQUIRED QUALIFICATIONS:

- Proven experience with troubleshooting principles, methodologies, and issue resolution techniques.



APPLICATIONS SUPPORT ANALYST

- Broad knowledge of programming languages and techniques.
- Able to develop and interpret technical documentation for training and end user procedures.
- Knowledge of trends in technology relating to software applications.
- Strong knowledge of system and software quality assurance best practices and methodologies.
- Working knowledge of network & PC operating systems and network hardware, protocols, and standards.
- Good project management skills and/or substantial exposure to project-based work structures.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Ability to present ideas in business-friendly and user-friendly language.
- Very strong customer service orientation.
- Required to be on call as needed.

EDUCATION AND EXPERIENCE

- Four-year college diploma or university degree in computer systems design or computer science, and/or 5 years equivalent work experience.
- Certifications in MCDBA and /or MCAD/MCPD/MCSD is preferred but not required
- 5 years direct experience managing applications and/or systems management.
- In-depth, hands-on knowledge of and experience with enterprise and desktop applications.
- Experience with building and maintaining databases for query and problem tracking.
- Direct, hands-on experience with automated software management tools.
- Extensive experience with core software applications.

LANGUAGE SKILLS:

Must be able to speak English. Ability to speak Spanish a plus.

We offer medical, dental, vision care and life insurance. Salary is based on experience and qualifications.

Qualified applicants must be 21 years of age, pass an extensive background investigation that includes, criminal, financial, educational, employment and character reference checks. Send completed application and resume to

talentmanager@klecasino.com