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VERIFONE	
Business Title	Applications support Analyst, Uruguay
Location	Montevideo, Uruguay
Contact email	Rrhh_mvd@verifone.com

Job Description

Supports and maintains software-as-a-service (SaaS) and enterprisewide applications associated with the collection, retrieval, accessibility and usage of data for internal department planning and activities. Performs basic configuration, setup, and updating of application, including table definitions and access control.

Essential Duties and responsibilities:

- Ensure performance, availability and capacity of the service delivery meets SLAs
- Complete BAU tasks, escalating where exceptions occur
- Respond to and escalate service incidents, ensuring all incidents are resolved within SLA
- Develop and implement new BAU tasks and manage change within BAU task procedures
- Complete acceptance testing of new releases and patches, providing technical feedback to Development.
- Manage the deployment of system changes and maintenance tasks during specified maintenance windows
- Manage major change projects and initiatives, working closely with internal and external stakeholders, suppliers and customer
- Input into the development and application of policies and procedures
- Input into the definition and application of SLAs within Customer contracts
- Perform as part of a team, respond to Customer RFPs
- Preparation of technical documentation and SLA reporting
- Perform as part of a team providing 24/7/365 on-call support by responding to escalations, alerts, incidence and problems that affect the environment and payment systems the team is responsible for
- Perform as part of a team's delivery of service
- Perform as part of a project delivery team if/when assigned

Knowledge & Experience:

- Application Support experience
- Oracle Database Queries, Replication, clusters
- Linux
- Shell scripting
- Support level knowledge of Java
- Business Applications knowledge in: Microsoft Excel, Word, Visio, Power Point, and Project
- Software Development Life Cycle
- One or more of the following Service Oriented Delivery Method Training and/or certifications is desirable
- ITIL /Project+/CAPM/ PMP /SCM / 6 Sigma Green Belt (or higher)
- Strong English skills