

JOB TITLE: APPLICATION SUPPORT ENGINEER

JOB HOLDER:

MAIN PURPOSE OF JOB

Environment and infrastructure support for internal CDL and hosted client (ASP) customers. Server configuration, monitoring and administration. Build and deployment of the CDL applications. Analysis and resolution of build, deployment and environmental problems. Sharing knowledge to develop team members and other CDL employees. Occasional site visits to install, configure and maintain CDL client hardware and the CDL application software.

POSITION IN ORGANISATION

- Reports to Application Services Team Leader within the Technology Division

SCOPE OF JOB

- **Day to day** – Maintain personal work allocation within agreed service levels, escalating issues to the Application Services Team Leader when necessary
- **Environment Set Up and Support** – Creation, monitoring and support of the multi tier environments (development, live, test, UAT) used internally in CDL and hosted for external customers. Deployment of new releases.
- **Security** – Conform to the CDL Security Policy and any compliance requirements (e.g. PCI DSS) when administering environments and handling sensitive client data.
- **Staff Development** – Share knowledge with team members
- **Commercial** – Maintain an awareness of client and organisational requirements
- **Communication** - Provide timely communication to colleagues and internal/external clients

DIMENSIONS & LIMITS OF AUTHORITY

- Manage own time to ensure service delivery in all areas of work

QUALIFICATIONS

- Educated to A level standard in a vocational qualification in an IT related subject

EXPERIENCE

- Proven knowledge within a technical/support environment
- Working knowledge of operating systems, preferably Linux or Microsoft Server
- Ability to automate tasks – e.g. Unix shell script and/or Windows scripting
- Knowledge of enterprise java (J2EE, EJB) application servers, preferably Weblogic, is desirable
- Knowledge of software configuration, build and deployment tools, preferably CVS, Hudson and ANT, is desirable
- Knowledge of relational database systems is desirable, preferably Oracle
- Knowledge of server hardware, networking and security is desirable
- Communication up to management level with external and internal clients
- Providing technical advice to colleagues and non-technical people

DUTIES & KEY RESPONSIBILITIES

Day to Day

50%

- Handle third level and above support queries on referral from other areas
 - Maintain personal workload within service level agreements
 - Assist with team work management
 - Ensure team procedures are documented and kept current
 - Resolve escalation issues
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Environment Set Up and Support

30%

- Creation, configuration, monitoring and support of internal CDL environments
 - Creation, configuration, monitoring and support of hosted (ASP) client environments
 - Ensure that all work conforms to the CDL Security Policy and any compliance requirements (e.g. PCI DSS). Ensure that sensitive client data is protected.
 - Development, configuration and operation of automated build tools to deploy the CDL applications to Development, Test, UAT and Live environments
 - Create and maintain departmental procedures
 - Carry out third party data conversions
 - Provide out-of-hours support as required
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Staff Development

10%

- Support and assist team members in resolving issues
 - Share knowledge with team members
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Commercial

5%

- Maintain an awareness of Company and commercial issues
 - Maintain an awareness of how each QSM log is impacting the client
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Communication

5%

- Ensure internal and external clients are kept informed of developments and issue resolutions
- Ensure Team Leader is kept up-to-date with client issues as they arise/escalate