Business Application Support Analyst

Job Function

The application support analyst acts as an intermediary between the business community and the technical community. Working with business clients and information systems teams, they collect, clarify, and translate business requirements into documentation and application solutions. They provide application support services to users for all business software. Assists in the automation, customization, and administration of investment management applications to ensure reliability, integrity, functionality, and performance. The business application support analyst is an active thought partner who will ensure technology success by actively participating in the implementation of technical solutions.

Skills Required

- Broad IT domain experience in three or more of the following IT areas: Application Support and Maintenance, Application Ownership, Implementation, Business Process Management, Quality Assurance and Project Management
- Experience creating business requirements documents and business process flows to facilitate the implementation and support of technical solutions
- Experience supporting or implementing line of business applications
- Excellent interpersonal communication skills, both written and verbal, including experience translating technical concepts and decisions to non-technical staff
- Demonstrated analytical problem-solving skills
- Confident self-starter capable of setting plans and driving projects to completion
- Basic understanding of information technology and business concepts
- Proficient with Microsoft Word, Excel (including working with pivot tables and advanced formulas)

Skills Desired

- Familiarity and experience with Agile software development methodologies
- At least 5 years of related experience including application ownership and user support or customer services experience.
- Proficient with Microsoft Cloud applications (0365, Sharepoint Online, Teams, Power Apps, etc.)
- Exposure to accounting and/or financial analysis and decision support applications

Primary Responsibilities

- Work with business partners to elicit high-level requirements and capture business needs
- Troubleshoot, analyze and implement solutions for issue resolution
- Make software configuration changes to support business processes
- Research and document program errors
- Assess the risks of various solutions and prioritizes competing business demands
- Provide status reporting and project milestone tracking for all CRM initiatives
- Coordinate project delivery by participating in design reviews and walk-throughs to communicate systems designs and validate proposed solutions
- Work closely with IT teams to ensure CRM designs are aligned with the overall solution strategy and leverage the core systems features in CRM
- Engage with knowledge workers to incorporate usability and user interface needs
- Proactively resolve customer satisfaction issues
- Conduct training sessions for employees and team members as needed
- Analyze user requirements, current operational procedures, and problems to automate processing or to improve existing applications. Work with Programmer Analysts to develop special programs to automate data entry/export, data tracking or analysis functions. Assist in testing new programs and modules
- Proactively monitor all application interfaces and jobs
- Provide installation and support assistance for new software releases or upgrades
- Off-hours support of installations and upgrades as needed