

Business Application Support Analyst

IT

LOCATION: BOSTON

Description

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

- At least 5 years of related technical experience including user support or customer service experience.
- Experience supporting or implementing line of business applications
- 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
- In depth knowledge of information technology and business concepts
- Excellent interpersonal communication skills, both written and verbal, including experience translating technical concepts and decisions to non-technical staff
- Experience creating business requirements documents and business process flows to facilitate the implementation and support of technical solutions
- Demonstrated analytical problem-solving skills
- Confident self-starter capable of setting plans and driving projects to completion
- Proficient with Microsoft Word, Excel (including working with pivot tables and advanced formulas)

Skills Desired

- Familiarity and experience with Agile software development methodologies
- In depth knowledge of the Microsoft 365 platform
- Command of commercial real estate and/or financial industry terminology
- Exposure to accounting and/or financial analysis and decision applications

AEW CAREER OPPORTUNITY

Primary Responsibilities

- Work with business partners to elicit high-level requirements and capture business needs
- Communicates directly with the users, and initiates and maintains contacts with consultants and applications vendors for technical support and to ensure the appropriate implementation, maintenance and support of applications
- Gains a thorough understanding of the capabilities of software in order to assist users and troubleshoot software related problems as well as evaluation and recommending deployment of new technology
- Provides installation support, test plans and user training materials for new software releases or upgrades
- Assess the risks of various solutions and prioritizes competing business demands
- Prepares documentation on application processes and procedures; maintains documentation to include any updates or changes to process.
- Collaborates with development teams to create and maintain special programs to automate data entry/export, data tracking or analysis functions
- Proactively monitors application interfaces and jobs.
- Off-hours support of installations and upgrades as needed
- Assumes responsibility for maintaining the highest level of confidentiality of all financial and systems-related information.
- Maintains knowledge of trends, developments and new technologies

To apply for this position please e-mail your resume to Jobs@aew.com