



## JOB DESCRIPTION

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| Title               | <b>Application Support Engineer</b>  |
| Reporting To        | DevOps Manager   |
| Overall Description | Position within DevOps Team where the primary role is to work as part of the team delivering a high level of service and support to The Company's customers and the company's field engineers  |
| Main Duties         | <ul style="list-style-type: none"><li>• Ensure that all incoming issues are correctly raised by the customer, logged, and updated on the Company's support system, Jira as issues and are progressed</li><li>• Management, triage and resolution of reported customer issues or queries, logging all progress in Jira</li><li>• Monitor and chase progress on open customer issues, queries and work packages being progressed to meet the Company's customer commitments and contractual obligations</li><li>• As required create and produce investigative reports to facilitate the expedition of customer issues and escalate open issues to the DevOps Manager that are not being progressed in a timely manner or that are in danger of infringing the Company's obligations or commitments made to the customer</li><li>• Where issues cannot be resolved, ensure testing documentation and accompanying results are forwarded and escalated with the development department in line with company protocols</li><li>• Work closely when required with other departments to resolve issues and meet the demands of the Company's customers</li><li>• Carrying out planned project work for customer systems installations</li><li>• Setup and maintain hosted customer environments</li><li>• For new released software, create test script documentation, carry out testing and submit the results for Company sign off for release and planned customer implementation</li><li>• As and when required, attend customer and Company support and sales meetings</li><li>• As and when required to work outside normal office hours to support customers</li><li>• Complying with the Company's quality procedures to meet expectations of product and service quality and reliability</li><li>• Assist with other such duties as reasonably requested by the Company</li></ul> |

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| Person Spec                   | <ul style="list-style-type: none"> <li>• Experience of MS Windows Server operating systems and their application in a business network environment</li> <li>• Experience and working knowledge of virtual environments and best practice. Working knowledge of Hyper V is desirable</li> <li>• Strong SQL support skills, in particular an understanding of stored procedures and SQL queries</li> <li>• Experience of Jira and Confluence</li> <li>• Good understanding of system design and networking topologies</li> <li>• Ability to deliver all customer requirements, including documentation, installation, training and support</li> <li>• Ability to test scenarios and workflow prior to an application release to customers</li> <li>• Ability and willingness to adapt and learn new technologies and system support techniques</li> <li>• Motivated and flexible individual who can work to deadlines when under pressure</li> <li>• Ability to work on one's own initiative as well as being part of an effective team</li> <li>• Possess practiced customer facing service skills backed up by qualifications or experience</li> <li>• Possess excellent analytical, computing and keyboard skills</li> <li>• Able to demonstrate excellent verbal and written communication skills at all levels</li> <li>• Have a methodical approach to work, focusing on accuracy and attention to detail</li> <li>• Flexible in approach and willing to work additional or adjusted hours as required</li> <li>• Experience working in a Helpdesk function desirable</li> <li>• Good interpersonal skills, teamwork approach and able to work independently as required</li> <li>• Possess a full clean UK driving license</li> </ul> |
| Health & Safety Statement     | <ul style="list-style-type: none"> <li>• Under the Health &amp; Safety at Work Act, each individual has a legal responsibility for their own welfare and for the health and safety of others. Any queries you may have relating to health &amp; safety matters should be raised in the first instance with your supervisor, your manager, or a member of Human Resources Department.</li> </ul>  |
| Equal Opportunities Statement | <ul style="list-style-type: none"> <li>• Metric Group Ltd is an equal opportunities employer and will promote regardless of sex, sexual orientation, marital status, disability, religion, beliefs, colour, race, nationality, gender reassignment, ethnic or national origin.</li> <li>• Our aim is to ensure that no job application or employee received less favourable treatment or is disadvantaged by employment conditions or requirements which cannot be shown to be justifiable.</li> </ul>   |

Employees Signature..... Date.....