Job
[Amanda Duff](#) · Aug 8, 2019

Application Support Analyst - 3rd Line Job Opportunity - UK

An exciting position has arisen for an Application Support Analyst 3rd Line, in an established support team at CDS Computer Design Systems Ltd. CDS is an independent SME, based near Manchester City Centre (United Kingdom) specialising in the Oil and Gas distribution software market for over 45 years with strong ties throughout the industry - https://www.codas.com

The role will suit candidates looking to work in the software industry who want to provide good customer service, enjoy finding solutions for problems and are enthusiastic about software and technology.

Key Responsibilities

- Provide support for bespoke applications including its users, associated services, and configurations
- Troubleshoot applications using custom code and tools
- Provide effective root cause analysis investigations for problem management process
- Liaise with development team to provide end user fixes or temporary workarounds
- Coordinate and assist internal and external technical teams in configuring environments and deploying updates
- Support internal and external teams with requests about application capabilities and assist with business analysis, gap analysis and assessing new functional requirements

Skills required

- At least 2 years' experience within a similar role
- Basic programming skills will be integral to the role
- Experience in setup and use of monitoring tools
- Analytical and systematic approach to troubleshooting plus a willingness to learn and develop your skills and knowledge adapting to the changing landscape
- Ability to effectively prioritise and execute tasks in a fast-paced environment
- Great interpersonal and communications skills to be part of a driven, close knit team whilst liaising regularly with some very high-profile clients.
- Desire and ability to become an expert in complex applications

Desirable:

- Experience of using CODAS
- Experience of MUMPS or InterSystems Caché programming languages
- Experience with Windows operating system
- Experience accessing and manipulating databases (e.g. MySQL and MSSQL: Querying, writing scripts etc)
- Ability to interpret XML/JSON requests
- A good understanding of network protocols
- Knowledge of Oil /Gas distribution industry
- DevOps or WebOps

- ITIL

For further information, please email jobs@cds-systems.co.uk

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