
Job

[Amanda Duff](#) · Aug 8, 2019

Junior Application Support Analyst - UK

An exciting position has arisen for a Junior Application Support Analyst in an established support team at CDS Computer Design Systems Ltd. CDS is an independent SME, based near Manchester City Centre, 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 enter, or are at the start of their career 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 1st / 2nd line support for bespoke applications including its users, associated services, and configurations via telephone, email and remote access
- Diagnose incidents
- Coordination of support queries to colleagues which cannot be resolved by the 1st line
- Deployment of software onto client systems

Skills required

- Basic programming skills will be integral to the role
- 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 fastpaced environment
- Great interpersonal and communications skills to be part of a driven, close knit team whilst liaising regularly with some very highprofile clients.
- Desire and ability to become an expert in complex applications
- Strong verbal and written communication skills
- Minimum HND qualified or equivalent experience in an IT or software discipline

Desirable

- Experience within a similar role
- 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 understanding of network protocols
- Knowledge of Oil / Gas distribution industry
- DevOps or WebOps
- ITIL

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