

## POSITION VACANT

# SYSTEM & APPLICATION SUPPORT ANALYST

An exciting opportunity has opened up to join Disttech's growing business as a System & Application Support Analyst.

What is System & Application Support in a word? It's SERVICE; understand this and you will appreciate what this role will deliver on a daily basis.

As a System & Application Support Analyst the primary role will be to support bespoke systems & applications installed at customer sites. This will require customer contact normally initially over the phone to analyse a given problem, diagnose it and find its root cause; and then either solve it or escalate the problem on to the relevant people.

Customers will rely on the person in this role to restore system & application functionality. Knowing how to respond to this dependency will see an applicant succeed in this role.

Ideally, the applicant shall possess the following:

- Excellent communication skills & active listening
- Empathy with users
- Acceptance of ownership
- Patience & understanding
- Excellent investigation & diagnostic skills
- Bias for action
- Intermediate to Advance Computing skills
- Familiarity with RDBMS and Linux OS
- Previous experience in a similar role

General responsibilities:

- Primary contact for customers
- Analyse, diagnose and find root cause of reported issues
- Generate solutions to reported incidents
- Allocate required resources
- Maintain call logging system
- Participate in providing 24x7 support

This role may require travel (both local and interstate).

What we offer:

- Opportunity to work with a growing Australian based company
- A supportive and team oriented working environment
- On the job training and development

To apply: Email [careers@disttech.com.au](mailto:careers@disttech.com.au)