APPLICATION SUPPORT ENGINEER

Reporting to the IT Service & Operations Manager, the Application Support Engineer for Monument Group is a key role in ensuring the ongoing delivery of IT Services across the Group.

RESPONSIBILITIES

- Provide software application support ensuring timely and efficient delivery of quality IT service to the business;
- Perform analyses on software application functionality and suggesting improvements;
- Ensure effective front end and back end functionality of applications;
- Consulting with the software development team and internal users to improve application performance;
- Establish the root causes of application errors and escalating as required to Senior Infrastructure Engineer;
- Operate periodic IT controls and provide evidence for reporting to the Risk and Controls Committee;
- Support the IT Service and Operations Manager in the Governance and oversight of all outsourced IT services activities including service reviews and assurance activities;
- Support identification of IT related risk and contribute to risk reporting; and
- Provide support to other departments and ensure the IT function acts in the best interest of the Monument group, mindful of the group's good standing and reputation.

ROLE REQUIREMENTS

- Demonstrating 5+ years Application Support experience supporting on-premises and SaaS products/platforms preferably in financial services;
- Active Directory, Intune, Exchange and SharePoint Support experience;
- Strong experience and knowledge of database (SQL), scripting (PowerShell, python, or similar) and application support;
- Demonstrate expertise in web technologies including IIS/Tomcat , WCF, WebForms, jQuery, CSS(3), HTML(5), and Javascript;
- Proven track record troubleshooting business applications issues;
- Industry certifications desirable e.g. Microsoft MCP, VMware;
- Ability to keep up with innovation in application design;
- Strong verbal and written communication skills and the ability to prioritise work efficiently and effectively;
- Flexible working hours, supporting staff in offices in variety of Group locations; and
- This role would suit a person who is a dynamic team player, who is energetic and passionate with a positive attitude and excellent technical skills.

LOCATION: BRUSSELS
CLOSING DATE: FRIDAY, 14TH MAY 2021
EMAIL RESUMES TO: CAREERS@MONUMENTREGROUP.COM