# APPLICATION SUPPORT ENGINEER

**Monument is looking for an experienced and qualified Application Support Engineer. A key role in ensuring the ongoing delivery of IT application support services to maintain the efficiency of software applications across the Group. This role will be based in our London office reporting directly to the IT Service & Operations Manager.  The Monument Re Group of Companies operates across 10+ offices and data centre locations globally and is actively expanding into new territories.**

## 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 prem 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: LONDON, UK**
**CLOSING DATE: FRIDAY, 28TH  JANUARY 2022**
**EMAIL CV TO: CAREERS@MONUMENTREGROUP.COM**
**\*MONUMENT IS AN EQUAL OPPORTUNITIES EMPLOYER\***

Monument Group: PUBLIC