



Position Description

Title: Technical Support Analyst Reports to: Manager ITS Support and Development Location: Sydney, NSW Employment Type: Permanent Full Time Date: January, 2010	
<u>Organisation Structure</u> Division: Technology Business Unit: Markets Technology Team: ITS Support and Development	<u>Dimensions</u> (E.g. Budget, number of Direct / Indirect reports) nil
<u>Role Purpose</u> Provide application and technical support of ASX's Markets Technology Trading System. As a member of the application support team your primary responsibilities include; application support of production and test systems, application and layered software configuration of the Windows / OpenVMS and Linux based environments, planning and execution of non-functional testing of application releases and implementation into production, proactive monitoring and capacity planning, operational support of internal and external customers. The environments are deemed business critical, so rapid response and strong problem solving skills are required. The role involves rotational onsite day time shift work, rostered on-call, occasional weekends and occasional weekday out of normal hours work.	
<u>Key Accountabilities:</u>	<u>Percentages:</u>
Production Support of the exchange's externally developed electronic Trading systems. This includes the participant support, problem identification, prioritisation and issue management for production, test and development environments. Maintain good working relationship with internal business and technology support teams.	<u>45%</u>
Produce non-functional acceptance test procedures (ATPs), develop test scripts and conduct non-functional testing of new software deliveries, new enhancements, and disaster recovery or configuration changes in preparation for release into production.	<u>25%</u>
Provide expert consulting advice to internal and external customers. Make necessary changes to the environment to improve the overall efficiency and ongoing support of the system without compromising the integrity or reliability of the system.	<u>10%</u>
Develop processes and procedures in-line with industry best practice to ensure high quality and consistency is applied to all hardware and software changes. This includes process reengineering and the development of new tools to improve efficiency and ongoing support of the systems.	<u>10%</u>

Assist in the planning and implementation of software releases or changes to the Trading environments. Ensure Change Control processes are closely adhered to for all production and test environment changes, including appropriate risk assessments & mitigation actions, communications to the relevant business, technology, participants and vendor stakeholders.	<u>10%</u>
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<p>Performance Measurement</p> <ul style="list-style-type: none"> • System availability targets met or exceeded • Technology, performance and capacity meets or exceeds business requirements • Project delivery on time, to specification and to a high quality • Change management disciplines followed for all system changes. • Feedback from customers regarding timely completion of requests and quality of customer service.

Experience / Knowledge

<p>Essential</p> <ul style="list-style-type: none"> • Support of mission critical IT systems [4+ years] • Central system server based application support [4+ years]. • Linux and/or VMS operating system based server application support [4+ years]. • Non functional testing experience. • Script development (Perl, DCL,). • BCP/Disaster recovery planning experience. • Proven performance under pressure and ability to apply analytical, problem solving and investigative skills. • Able to work on a rotational shift, be on-call and work occasional weekends or out of normal hours during the week for software upgrades or verification. • Exposure to enterprise management tools. 	<p>Desirable</p> <ul style="list-style-type: none"> • Trading system knowledge or applied knowledge of financial industry systems. • Client/Server architecture knowledge. • MS Windows operating system based server application support. • Oracle database administration experience. • Software development, programming skills (C++, Perl, Java). • Knowledge of executing and writing Loadrunner scripts.
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Key Competencies

<p>Essential</p> <ul style="list-style-type: none"> • Clear and analytical approach to problem solving • Innovation • Anticipates problems • Planning and organising work • Effective communication • Team Work • Self starter • Ownership of issues to resolution • Knowledge sharing 	<p>Desirable</p> <ul style="list-style-type: none"> • Concern for Quality • Developing Others • Influencing • Initiative • Resilience • Accurate Self Assessment
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Personal Attributes	
Essential <ul style="list-style-type: none">• Reliable• Self motivated• Trustworthy• Commits to and delivers work on time• Relationship builder• Team player• Pro-active• Able to work unsupervised and in pressure	Desirable <ul style="list-style-type: none">• Diplomatic• Sees the Big Picture