

## ASX POSITION DESCRIPTION

### ASX “All Roles Flexible”

ASX offers mutually beneficial flexible working arrangements for all roles.

We recognise that employees need to balance work and personal lives.

#### Application Support Analyst

ASX Opportunity Snapshot		The Role
<b>Role:</b>	Application Support Analyst	
<b>Reports to:</b>	Manager, Applications Support – Data Systems	
<b>People Management:</b>	n/a	
<b>Budget:</b>	n/a	
<b>Team:</b>	Application Support	
<b>Date:</b>	June, 2016	
<b>Location:</b>	Sydney, NSW	
<b>Flexible Role:</b>	Yes	

Provide application and technical support of ASX’s Downstream systems. As a member of the application support team your primary responsibilities include: maintaining a high level of system availability, system monitoring, fault diagnosis and resolution, and the testing and implementation of software releases.

This is a permanent full-time role; to be worked as an afternoon shift. Options under consideration are either Mon – Fri or Tues – Sat (12.00 – 8.30pm).

#### What you’ll do:

- Undertake the day to day support, incident management, problem identification, prioritisation and issue management for the various production, test and development environments. This includes involvement in the rotation on the after-hours support roster to support the overnight key-processing activities and weekend change and release deployments.
- Identify opportunities to undertake preventative maintenance and improve automation. Challenge manual support activities and suggest improvements or more efficient ways to do things. Undertake post incident reviews and root-cause analysis to identify opportunities to make improvements.
- 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.
- Conduct capacity planning and performance analysis of the various systems. 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.

- Develop processes and procedures in-line with industry best practice to ensure high quality and consistency is applied to all hardware or software changes. This includes process reengineering and the development of new tools to improve efficiency and visibility of system behaviour.
- Assist in the planning and implementation of software releases or changes to the environment. Ensure Change Control process 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.

### What you've done:

- Support of critical IT systems 24 x 5.5
- Extensive SQL querying and Data analysis experience
- File/contents searching methodologies
- Job / task Scheduling (Windows, Automatic or SQL Agent)
- Willing to work on a rotational shift, be on-call and work weekends (potentially 1 Saturday every 4 weeks).
- TCP/IP network based application support
- Non-functional testing experience including documentation of plans and results.
- System monitoring (eg NAGIOS)
- SQL Server Database Support
- MS Windows server support
- Linux server support
- BCP/ Disaster recovery planning
- Cobol
- C, C++, C#
- DCL (Digital Command Language)
- CMS - Source Control

### And if you've got some of this, even better:

- Trading system knowledge or applied knowledge of financial industry systems
- Client/Server architecture knowledge
- Knowledge of participant support requirements for ASX Trading Environments
- Database Experience – MySQL, Oracle & Oracle RDB
- Business Objects / Reporting
- VMS Operating system
- ETL experience (preferably Data Integrator / Data Services)
- Familiarity as a user with automated service desk, incident, problem and change management tools and processes
- Knowledge of FIX messaging protocol
- Scripting Skills (Shell, Perl)
- Automated Testing Tools
- Enterprise Service Bus knowledge
- Agile experience
- Knowledge of ITIL (esp Incident, Problem and Change)



## What you need to enjoy and be good at for this role:

### Personal attributes / competencies

- Clear and analytical approach to problem solving
- Resilience
- Innovation
- Anticipates problems
- Planning and organising work
- Effective communication
- Team Work
- Self-starter
- Ownership of issues to resolution