

Senior Manager, Application Support

ASX Position Description

ASX “All Roles Flexible”

ASX offers mutually beneficial flexible working arrangements.
We recognise that employees need to balance work and personal lives.

ASX Opportunity Snapshot		What’s On Offer
Role:	Senior Manager, Application Support	Leading role in the management of enterprise-wide databases, Enterprise Service Bus and effective delivery of technical application support and related projects for ASX Technology systems across all platforms, environments and business lines. Responsibility over integrity, quality and reliability of production, development and test environments required for successful development, testing and support of ASX Technology systems applications and projects.
Reports to:	GM, Application Support	
People Management:	9+	
Budget:	N/A	
Team:	Application Support	
Date:	November 2018	
Location:	Sydney and Artarmon, NSW	
Flexible Role:	Yes	

What you’ll do:

- Manage a team of Database Administrators and TIBCO Application Specialists to ensure the performance and availability of databases, the Enterprise Service Bus, TIBCO platforms including Spotfire, StreamBase and BusinessEvents as well as other application systems.
- Partner with ASX business units, project and technical teams in delivering solutions that are aligned to ASX business plans and strategies by providing required support for production, development and test systems and environments.
- Ensure production readiness for all databases and applications within your scope of responsibility. Provide technical advice and consultation with customers and colleagues to identify the best solutions for effective maintenance and support of production, development and business environments.
- Lead analysis and assessment of system developments and enhancements for related areas of business and production environments for implications and risks.
- Support and advise system users regarding the use and operation of systems.
- Evaluation of products and tools and continuous research into technical and industry developments and innovations.
- Involvement with capacity impact assessment of new applications including non-functional testing.
- Responsibility over support methods and standards, input into development methods and standards.

- Effective and efficient staff management: individual development plans in place, cross skilling, adequate training, effective teamwork, project and support participation of resources.
- Other duties as assigned by the General Manager of Application Support.

What you've done:

- Excellent communication skills with a client focus (both internal and external clients)
- 2+ years managing/leading a team of Database Administrators
- 2+ years' experience working with an Enterprise Service Bus
- 2+ years' experience managing systems in a Financial Services organisation
- Advanced skills in one or more database technologies (Oracle Database, SQL Server, MySQL, PostgreSQL, IBM PureData System for Analytics, Cassandra)
- Advanced skills in one or more operating system platform (Windows Server, Unix)
- Ability to work with others and share knowledge – Collaborating across teams
- Degree in Information Systems, Computer Science or relevant discipline
- Tools: Microsoft Office, SharePoint, JIRA/Confluence, Problem / Incident / Change Management system-ServieNow
- Proven problem solving skills

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

- Strong people leadership and management skills
- Ability to work effectively with colleagues and customers to deliver technical support service
- Work to standards of excellence and promote a high performance team culture
- Excellent interpersonal skills and commitment to teamwork
- Ability to perform under pressure
- Proactive, positive, innovative and delivery focused
- Professional and committed approach to systems and business support function
- Technical and people leader with focus on high performance and strong customer service
- Initiative and ability to work autonomously
- Ability to manage competing priorities and meet deadlines
- Conflict management abilities