

# Technical Support Analyst

## 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
<b>Role:</b>	Technical Support Analyst	As a Technical Support Analyst you will provide application support for the ASX CHES (Clearing House Electronic Subregister System) Replacement system, leveraging on distributed ledger technology.
<b>Reports to:</b>	Senior Manager, Application Support	
<b>People Management:</b>	n/a	Your responsibilities include - 2nd level technical support, planning, documentation, building and testing for the CHES Replacement project.
<b>Budget:</b>	n/a	
<b>Team:</b>	Application Support	The scope of the role also includes incident, problem, release and change management, and undertaking BAU work within the team.
<b>Date:</b>	Jan 2019	
<b>Location:</b>	Sydney, NSW	This role will include providing 24 x 7 on-call support on a rostered basis and weekend/after-hour installations and upgrades.
<b>Flexible Role:</b>	Yes	

### What you’ll do:

- Provision of 2nd level support for CHES Replacement to internal and external customers for Production and Business Continuity environments, as well as all Test systems (including Quality Assurance, User Acceptance, Member test environments).
- Primary responsibility for CHES Products and middleware technologies and protocols (SWIFT, AMQP, FIX).
- Opportunity to work across a wide range of interfacing systems within ASX.
- Completion of routine tasks such as morning check lists, compilation of monthly reporting, and twice a year BCP testing.
- Create and maintain system monitors and alerts using system watchdogs and scripting.
- Participate in non-functional testing required by projects and software releases.
- Conform to ASX Change Management procedures when implementing software releases.
- Maintenance of technical documentation required by the team for operational support.
- Desktop and server side software installation and configuration of systems/environments that are supported within the team.

- Weekend work on site (in office) and off site (remote) may be requested to perform upgrades, testing, and any critical activity that cannot be performed during week days.
- Presence required at ASX Bridge St offices and ALC Data Centre (Artarmon) on a rotation basis.

#### What you've done:

- Degree or equivalent in IT, computing, science or maths with experience in mission critical applications support.
- 5+ years support of critical applications.
- Excellent knowledge of Linux OS (Bash, Cron).
- Excellent knowledge of Perl or Python scripting.
- Good knowledge of IT Service Management platforms, such as ServiceNow.
- General understanding of financial industry (settlement, clearing, payments systems)

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

- Good knowledge of database administration (Postgres, Cassandra, Oracle or SQL)
- Security infrastructure knowledge (Hardware Security Module, Public Key Infrastructure, Identity Access Management)
- Exposure to the ISO standards, practices and procedures of the financial industry.
- Exposure to distributed ledger technology
- Exposure to container and deployment platforms
- Exposure to ITIL processes
- Good understanding of TCP/IP networks to diagnose connectivity issues.

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

- Methodical problem solving skills such as root-cause analysis, post-issue follow-up, documentation and knowledge transfer.
- Systematic approach to work tasks to create reliable, reproducible, quality-driven results.
- Active participation in a team focussed on providing excellent customer service.
- Excellent oral and written English communication skills.
- Ability to think proactively.
- Ability to think logically and analytically under pressure.
- Adapt to changing system and environment requirements.