

Applications Support Linux/SQL/Cloud

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Company: JPMorgan Chase & Co.

Location: Buenos Aires

Category: computer-and-mathematical

We are looking for an Application Support technician to support a reporting application that caters multiple lines of businesses.

Skills

Comfortable in Unix/Linux environments,

Oracle SQL Databases and database technologies including Big Data (Hadoop), document and file based databases

Good Incident, Problem and Change management skills, as well as communication skills to interact with Development teams and User base.

Process documentation and define runbooks for repeating tasks to improve the support model by closely working with technology and operations teams

Excellent mindset to drive Automation and rollout best practices across teams

Strategic Thinking, planning & organization and problem solving skills

First class leadership skills and strong team playing ability

Strong work ethic and go-getter attitude and ability to perform under pressure

Key attention to processes and procedures

Proactive, detail oriented and a team player.

Desirable:

Prior exposure to scheduling tools (Autosys and Control M)

Working experience in one or more general purpose programming languages (Java, Python, Bash) and understanding of frameworks (Springboot)

Container technologies including Kubernetes

Middleware like MQ

Cloud Technologies (AWS or others)

Familiar with monitoring tools (Geneos, Dynatrace, Splunk) and their configuration

Description:

Supports the day-to-day maintenance of the application systems in operation, including tasks related to identifying and troubleshooting application and data issues and issues resolution or escalation

Develops deep analytical thinking using root cause analysis, management communication and client relationship management in partnership with Infrastructure Support team members

Collaborates to ensure all production changes are made in accordance with lifecycle methodology and risk guidelines

Exercises discretion and independent judgment with respect to matters of significance

Identifies production issues and proactively looks to incorporate controls to anticipate them in the future

Understands the application and platform details and is responsible for the stability and continuous operation of them.

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