

Argentina Jobs Expertini®

Applications Support Wintel/Automation/Cloud

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Company: JPMorgan Chase & Co.

Location: Buenos Aires

Category: computer-and-mathematical

This position is for an Application Support role within Intelligent Automation Services Production Management team. As part of the team, you will be providing a unified service for monitoring and managing Intelligent Automation applications end to end. Our team provides support for Xceptor, Alteryx, Instabase, UIPath and other data transformation applications across multiple LOBs. You will be part of a global team providing 24x7 support, follow the sun model, 365 days a year.

Role Responsibilities:

SOW/SOD/EOD checks: Confirmation of manual and automated SOW/SOD/EOD checks

Business user's query resolution: Ensure focused approach to understand and resolve user related query

Automation and Efficiency: Understand the manual process (closely work with App Dev teams) currently carried out and implement scripts or other tools/technologies to automate and create efficiency Implement alerting in monitoring tool to reduce manual SOD/EOD/SOW checks

Change, Release, Problem Management and Incident Management: Follow all standard best practices as per ITIL to implement changes, resolve or mitigate issues, participate on root cause analysis and pursue action items in order to avoid repetitive issues

Feed Monitoring – Exception-based feed monitoring, SLA Management & upstream liaison: Liaise with upstream and downstream system to manage SLA's Monitoring underlying

distribution system Applying first time fixes for failure & initiating escalation to AD group
Capture and escalation of application performance issues, SLA breaches within necessary groups to ensure resolution of the underlying issue

Resiliency: Ensure the required disaster or sustained resiliency activities are carried out on regular basis.

Objectives / Results:

Technical support of the Production Environment

Strong “single point of contact” relationship with business stakeholders

Escalation of critical issues (not known/documented) to L3 or App Dev and resolve within SLA

Improvement of overall quality and level of service, maximizing service availability levels

Develop and maintain knowledge of specific set of application, product sets and underlying technologies

Work closely with Business and App Dev teams to ensure a knowledge base of Robotics processes is established and maintained

Qualifications:

4+ years practical work experience in a time-critical, technical support environment, ideally within a financial institution.

Key Technical Skills:

Windows Operating System (system admin skills would be preferred)

Linux Operating System general knowledge and basic skills

Database: MS SQL Server/Oracle/Mongo DB

Cloud Technologies (preferably AWS)

Containers (Docker, Kubernetes)

UIPath, Xceptor, Alteryx or any other data transformation applications (desired)

Monitoring and Alerting Tool: Geneos, Grafana, Dynatrace or experience on other monitoring tools

Experience with scripting or programming languages (Powershell, Python, Java, to automate tasks and manipulate data

Core Skills:

Excellent communication skills

Analytical, Problem Solving & Influencing skills

Should be self-motivated with positive energy

Self-starter & ability to work in a team or autonomously when required

Ability and willingness to develop technical SME and business knowledge

Commitment and ability to meet deadlines in a high pressure & constantly changing environment

Working with project delivery teams to ensure the quality of deliverables into production

Providing front line support to our business users, build strong relationships

Logging, analyzing and managing queries, problems and incidents to resolution

Helping to drive continuous improvement within the team as it relates to incident, problem and change management excellence

Understanding the impact of change in a complex technical environment

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