

Application Support Analyst

We are looking for a skilled Applications Support Analyst to work within a technical team producing innovative sports betting products. Demonstrating the ability to work across different areas and stages of web product development: understanding business requirements; JavaScript development; testing; applying changes to customer environments.

Responsibilities:

- Initial customer call management, triage and resolution of incidents and requests
- Providing 2nd & 3rd tier technical support
- Identifying and fixing bugs
- Updating Jira tickets and informing the Service Desk of progress
- Initiate and support continual service improvement through identification of opportunities
- Own and drive customer issues to resolution, ensuring best practice for end to end support of tickets
- Ensure the smooth running of systems through daily monitoring of error logs and system files

Requirements:

- Good JavaScript ES6 specification knowledge
- Exp
- Experience with frameworks (any of React, Node.js, Marionette/Backbone, Sencha Ext JS)
- GitHub
- WebSockets (desirable)
- Cordova (desirable)
- Experience of testing methodologies, ideally using Jest or other JavaScript unit tests
- Understanding of good website design and mobile-first principles
- Understanding of JavaScript bundler processes (CommonJS, AMD, ES6)
- Understanding of SEO considerations and conversion/retention pixel based tracking systems
- Good Unix/Linux, SQL knowledge to be able to work on production issues



Ideal Candidate will exhibit:

- An ability to communicate complex technical issues and solutions to an audience with a wide range of technical ability, through various means
- A strong analytical/problem solving ability
- A Solid Software/Technical grounding
- ITIL qualification (desirable)
- Experience with Jira
- High attention to detail and a drive to get to the root cause of issues
- Experience with Google Analytics

Please submit your resume via the FSB website:

<https://fsbtech.com/careers/>