

One of my key accounts, an international operating software provider based in Zurich-City has mandated me to find a

Technical Operations Analyst/Engineer m/f 100%

Company: software provider for banks
Important to have: experience as an Operations Analyst/Engineer in the banking field
Team: 8 team members

Place of work: Zürich City

The objective of the position is to provide operation services to banks, as well as application and technical support (i.e. liaising with existing clients as well as supporting new clients. The role is a client facing role as well as monitoring and ensuring that crucial operational processes are performed successfully and as per agreed SLAs.

The Operations Analyst will have experience of operating and supporting applications within the Banking area and will join a team responsible for the provision, support and operations of application and processes.

Main Tasks:

Application Service Provisioning

- Monitoring of applications, batches, etc. and ensure that production systems remain operational
- Data feed and API support
- Troubleshooting application issues in production environment
- Implementation of new releases and patches,
- Audit control owner (collect evidences and ensure that processes operates as per agreed SLAs)
- Operational tasks (i.e. changes in the end of day processes)
- Setup new users, etc

Service Desk

Provide 1st and 2nd level of support across all PB applications, by processing trouble tickets and client's requests via Incident management, problem management and problem resolution, e.g.:

- Qualify customer calls.
- Find appropriate solutions / workarounds
- Document application errors and dispatching to relevant maintenance or consulting services.
- Assure communication to the customer

Others

- Documentation of processes
- Generation of licenses
- Continuous development of existing tools, agents and scripts to improve monitoring and operation services

Education and experiences:

Bachelor's Degree or equivalent in Information Technology or Finance
2 - 3 years in a bank and / or service provider
2 - 3 years of banking background

Skills:

Hands-on experience supporting software applications in a banking environment

Experience in the Financial Industry with an overall Banking Knowledge

Ability to apply analytical and troubleshooting skills to customer issues

General good knowledge and technical experience in operations of Unix, Windows and Linux, XML, SQL

Experience in Data manipulation with Oracle or any other SQL database

Fluent in German and English

Are you interested in this challenging position; please send your application to:

bewerbung@nla-consultants.ch

Roland Naef / Head banking recruitment will answer questions:

Tel. +41 (0)43 243 77 50 / E-Mail: naef@nla-consultants.ch



VISIT: www.nla-consultants.ch for more jobs