Technical System Support Analyst

3LOG is a technology company with offices in Vancouver (Richmond) and New York (Queens) and looking for experienced Support Analyst. Are you able to create a positive customer experience by understanding and addressing their concerns quickly, professionally and accurately?

Key Areas of Responsibilities:

- Act as application expert with strong diagnostic, troubleshooting skills
- Provide technical support for application written in advanced SQL languages (Based on Oracle and Microsoft SQL Server), Windows based GUI applications ; address daily issues, break fix, change requests, implementation of enhancements, additional functionality
- Thoroughly research issues to identify root cause, communicate status with appropriate sense of urgency, follow through with agreed upon resolution
- Analyze and document technical requirements to insure all solutions successfully address business and system requirements in fully integrated manner
- Perform unit testing; support implementers and developer resources where needed
- Communicate regularly management and peers regarding progress, status, issues and critical decisions; call out risks
- Maintain and expand documentation on all systems configurations, processes and procedures
- Some Report and Code writing responsibilities are included in this position

Desired Skills & Experience:

- Excellent written, oral and presentation skills suitable for communication to all levels
- Great ability to retain information
- Technical aptitude with ability to learn quickly.
- Attention to detail and organizational skills are a must
- Friendly and professional phone manner
- Assertive and proactive with addressing customer issues
- knowledge in Transact-SQL or PL/SQL writing stored procedures, table schemas, views and more
- Experience with Oracle and client server development tools (such as Delphi) a plus
- Competency in ER diagram modeling using tools including ERwin, Visio or others
- Experience supporting multi-tier applications for Android or iOS devices
- Experience working with teams in multiple locations and time zones
- Passion for continuous learning!

How to Apply:

This is a Permanent Full time position with competitive salary, company paid benefits, and the opportunity to make a difference. Only candidates selected for an interview will be contacted. Please apply for this opportunity by sending your resume with a cover letter to hr@3log.com