

## *Description de poste*

### *SUNGARD*

**Intitulé du poste :** Technical Support Analyst

**Domaine / Industrie :** ICT

**Lieu de travail :** Pôle technologique El Ghazela

#### **Présentation de l'entreprise:**

SunGard is one of the world's leading software and technology services companies.

#### **Description du poste:**

- Proven troubleshooting abilities and the ability to take ownership of an issue and follow it through to resolution.
- Good communication skills, both verbal (for communication with co-workers and customers) and written (for creating documentation)
- Ability to learn and retain what has been taught.
- Identify and correct or advise, on operational issues in client computer systems
  
- Available for rotational on-call support related to 24/7/365 support.
- Present information and respond to questions from groups of managers, clients, customers, and other functional groups as and when required.
- Responsible for documenting client hardware/software configurations.
- Participation in the quarterly disaster recovery tests for ASP clients.
- Install new releases and patches as scheduled. (test and production)
- Perform consulting (remotely) for clients as needed
- Troubleshoot/resolve client reported environmentally-related Application issues
- Other duties as assigned

#### **Compétences:**

- 2+ Years' experience as a Windows system manager, responsible for the day-to-day operations of multiple Window 2008 and newer systems, including clusters.
- IIS 7.5 experience – managing, updating and troubleshooting internal and external websites
- Basic knowledge of databases. Cache experience is huge plus. SQL experience is preferable.
- Basic scripting abilities, Power Shell experience is a plus.
- Must possess strong verbal and written communication skills (English).

#### **Formation:**

- B.S. in Computer Science or related studies is desired.

**Expérience :** [0 – 3 ans]  [3 – 5 ans]  [5 – 10ans]  [10 ans et plus]

#### **Contact:**

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