

APPLICATION SUPPORT ANALYST

This is a Contract Position. Global Compliance Services, a global provider of ethics and compliance solutions to the Fortune 1000, seeks an Application Support Analyst to join our fast-paced Production Services Department, located in our corporate headquarters in the Ballantyne area of south Charlotte. The **Application Support Analyst** position is a critical component of the Delivery Support team. The Support Analyst provides direct user support in the utilization of online applications, coordinates user education activity with Operations group Quality/Training resources, and coordinates acceptance testing of new application releases. The Application Support Analyst collaborates with the Testing team on functional testing of maintenance releases. The Support Analyst also assists the Business Analyst by acting as an advocate for the end user in the product-development process.

Founded in 1981, our organization has unparalleled experience in ethics and compliance, having introduced the industry's original compliance reporting hotline. We are providers of customized, global solutions for public and private corporations, colleges, universities, not-for-profit organizations and government entities. We offer products that reinforce an organization's values and promote expected behaviors; telephony and web services for reporting of allegations or incidents; software-based services to manage and investigate cases of misconduct or noncompliance; software-based services for analysis, trending, and reporting to executive management; and services to evaluate and validate compliance with legislation, regulation and organizational practices and procedures.

The following Application Support Analyst position is now available:

RESPONSIBILITIES/DUTIES:

- Troubleshooting & fault isolation for all online systems. Reproduce problems and escalate to development when necessary
- Support end users with internal tools and processes
- Escalate complex issues / enhancements to the Business Analyst and/or Manager of Development
- Perform data manipulations in a production environment as required by Operations or Development groups
- Perform data extracts for internal and client users
- Adapts to and works effectively with a variety of situations, individuals and groups
- Participates in appropriate meetings, seminars and in-house training sessions
- Carries out all responsibilities in an honest, ethical and professional manner

MINIMUM QUALIFICATIONS:

- Post-secondary degree from a recognized institution or a post-secondary diploma with 2+ years of relevant experience
- Experienced in apache management and configuration
- Experienced in bash scripting
- Experience with JBoss and Tomcat management and configuration desired
- Ability to troubleshoot and do limited coding in Perl
- Strong SQL skills with PL-SQL preferred
- Strong debugging skills
- Strong communication abilities with focus on teamwork
- Ability to troubleshoot existing java code desired
- Ability to interact effectively at all levels and across diverse cultures

Global Compliance Services offers competitive salary, full benefits, a pleasant and cooperative working environment, and the opportunity to work for a company that encourages integrity in its employees and customers. To learn more about us, please visit our website at www.globalcompliance.com.

Send resume w/cover letter and salary requirements to GCS-HR, 13950 Ballantyne Corporate Place, #300, Charlotte, NC 28277, or email to jobs@globalcompliance.com. Please include "Contract -ASA" in the subject line. Sincere applications should **include salary history**/requirements in a cover message/letter accompanying resume submission.

Global Compliance is an Affirmative Action and Equal Employment Opportunity Employer and encourages diversity in our workforce. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex or national origin.