

Job Description – POS Integration Specialist

Location/Branch: Cape Town

The incumbent is responsible for supporting the production environments, implementations, attending to production support calls and queries as well as taking daily preventative and proactive measures to ensure system stability.

Core Functions:

Application Support

Detailed analysis of issues using tools like SQL Profiler, Windows Performance Monitor and Network Sniffers

Revision of technical documentation and specifications as part of troubleshooting process

TSQL Scripting to query and update database contents

In depth troubleshooting and analysis of real-time incidents

Installation and configuration of software

Systems Integration Testing on pre-production servers

Incident Management and Tracking

Provide training for team members and clients

Provide 2nd level support functions for the real-time environment; including being available on after-hours support roster

Regularly update call tracking system to give transparency to customers and TJ Management

Participate in focused team meetings to discuss outstanding issues

Formulate Incident Reports

Basic Account Management

Building and maintaining strong relationships with TJ's customers

Provide support via superior written and spoken skills

Negotiate patch / solution specifics and release dates internally with development and project teams and suppliers

Participation in conference calls internally and with customer's technical and managerial staff

Core Competencies

Strong verbal and written communication skills.

Ability to provide technical guidance to professional personnel in area of expertise.

Ability to work with and communicate to clients

Strong interpersonal skills and the ability to work effectively with a wide range of constituencies in a diverse community.

Skill in organizing resources and establishing priorities

Skills Required

Operating Systems and Networking

Microsoft Windows server environments and networking

OS command line utilities and scripting

TCP/IP network tracing and sniffing

Knowledge of routers and firewalls

Using tools like Windows Performance monitor

Databases

SQL Server database administration

T-SQL Scripting: Querying and updating databases

Using tools like SQL Profiler

Environment and Communication

Strong written and spoken skills

Experience in application support

Experience in report writing and other written deliverables

Education & Qualification

2 years+ relevant experience

Experience of financial transaction processing or the Postilion Application suite advantageous