

JOB DESCRIPTION

JOB TITLE: PRODUCTION SUPPORT ENGINEER
DEPARTMENT: PRODUCTION SUPPORT
REPORTS TO: MANAGER, PRODUCTION SUPPORT
FLSA STATUS: EXEMPT

Summary

As a Production Support Engineer at Transactis, you will be a key member of the team responsible for supporting our enterprise financial transaction processing platform.

Essential Duties and Responsibilities

- You will respond to complex IT escalations that require intimate knowledge of the underlying code, data, systems, and business functionality.
- Your initial response may include troubleshooting, data analysis, cross-team communication to assess scope and impact of the issue, debugging existing C# and MS SQL code, plus coding, implementing and helping to validate data fix solutions.
- Your overall response may include assessing root cause and documenting proposed long-term fixes in the core platform.
- Other responsibilities include improving application monitoring, creating application support tools, and advocating for improvements in the core platform application code and architecture.

Education and Experience

- Bachelor's degree in Computer Science or related field preferred.
- At least 3 years professional experience in related roles for intermediate role, or 5 to 10 years+ for senior level candidates. The position is open to candidates with varying experience levels.
- Experience with n-Tier enterprise web application using IIS a must, preferably in highly available, scalable, mission critical systems.
- IT application support/operations experience, including the ability to advocate and execute strategies to minimize operational risks.
- Financial industry and transaction processing experience is a plus.

Skills and Competencies

- Ability to work with other business and IT teams including client relations, business operations, IT infrastructure, core platform development, QA, and product.
- Strong knowledge of software development methodologies.
- Ability to read, write and debug C#, MS SQL code, and work with related web technologies (e.g. HTML, XML, IIS, SSMS, SQL Profiler). Experience working with Entity Framework and LINQ a plus.
- Strong analytical and communication skills.

- Well-organized and able to respond in a timely and effective manner.
- Note: Some shift work is required for off-hours application maintenance. You will be part of a team that takes turns covering these duties, so some flexibility is expected in terms of work hours.

To apply, please send resume to careers@transactis.com