Инженер-программист
Lead IT Applications Support Engineer

IT, телекоммуникации, связь, электроника / Системы автоматизированного проектирования (САПР, САУ)

Предприятие: Товарищество с ограниченной ответственностью "Kaz Project Operating"
Оплата труда: от 300 000 до 500 000 тенге
Полный рабочий день, постоянная работа, нормальные условия труда

Информация о вакансии

Регион	Атырауская область / г. Атырау
Должностные обязанности	**Job Accountabilities :**

·   Provide 2nd level operational support for application software. Resolution of technical issues for application software faults: investigation, correction, monitoring. Focus on preventive work.
Lead, plan and coordinate software implementation/migration projects and activities.
Applications packaging/scripting in standardized and lock-down environment. Main responsibility for software distribution methods and delivery to end users.
Ensure Application landscape is maintainable: ensure applications both technically and functionally supportable; applications are up to date, in-line with IT infrastructure and security standards.
·   Advice and analyze applications compatibility and interoperability. Review and identify applications with similar functionality, propose optimization options.
 Research, analyze and evaluate new applications to support the business processes
Advice and guidance on continuous improvement of Application Management and support process. Design and maintain Standard solutions for applications for further transition to 1st line support. Identify best practices; create policies and procedures for Applications area with further implementation. Focus on preventive work.Develop, manage and ensure up-to-date application documentation for maintenance and support (i.e. installation procedure, application architecture, support model, disaster recovery, SLA, OLA)
·   Collaborate with other IT/IM teams to provide efficient and effective application support. Provide/receive inputs from Portfolio, Release and Software License management. Work as a member of multi-discipline implementation team for complex applications.
 In collaboration with the team lead, implement and maintain documentation related to IT Applications procedures, strategies, business continuity plans, disaster recovery plans and all other required documentation.
 Establishes software solutions and standards that ensure uniform quality, performance and efficiency of solutions and environments.
 Makes decisions that are critical in the areas of throughput analysis, problem solving, and software planning, with the potential to affect the successful execution of business transactions.
 Supports various application software related projects intended to continually improve/upgrade the overall application software portfolio.
 Identifies and rectifies a broad range of operational exceptions and error conditions and deals sensibly & responsibly with unexpected or extraordinary events or incidents, as directed by Incident Management function. Where these actions necessitate modification, restriction or complete removal of resources or services available, communicates with users, specialists and others, using appropriate methods (e.g. single point of contact such as Solution Center, Major Incidents Management), to inform and escalate if necessary.
 Conducts investigations of operational problems, makes proposals for improvement and implement them when appropriate.

Recognizes when a software solution has been compromised, can take immediate action to limit damage and escalates event to higher authority.

Provide analysis of resource allocation and availability if needed.

Follows the departmental policy, procedures and practices on matters such as security, health and safety, environmental controls.

Carries out the full range of defined tasks associated with operating, monitoring and controlling the installed.

· Participates in reviews of solutions performance, provides advice, and assists specialists or other solutions or service providers to plan details of amendments and upgrades to solutions.

Engages with the IT/IM Change Management process as required to ensure IT Applications changes are presented in Change Advisory Board, managed and controlled to minimize the impact, risk and probability of introducing unexpected results when implementing changes to the environment

Applies procedures, as directed by Information Risk Management, to enhance resilience to unauthorized access.

Engages with the IT/IM Configuration Management process as required to ensure IT Applications configuration items are managed in a way that complies with this process.

Carries out activities for the IT/IM Capacity Management process as required ensuring IT Applications related services and solutions have sufficient capacity to deliver services required to meet the business requirements of the company.

Provides appropriate status and other reports to respective team lead and manager. Ensures that operational procedures and working practices are fit for purpose and current.

Coordinates a team of junior staff, supporting their professional & behavioral development, training plans and performance feedbacks.

Provides professional advice to other IT/IM colleagues and users on application services matters.

Advisory and Technical Specialization:

Provide professional, subject matter and policy advice within own area of expertise. Coach, educate and guide IT/IM staff on technical landscape support matters where required to ensure alignment and quality.

Maintain detailed knowledge of current practice within own area of expertise and well-developed understanding of relevant legislation and policy frameworks.

Qualification & Experience Requirements:

The job holder must hold a University Degree in Computer Science, Information Technology, Information Systems or related discipline

The job holder must have at least 6-8 years of experience in Application Software Management and use of applicable methodologies, tools and techniques in complex environments

The job holder must have a solid IT services and infrastructure background

The job holder must have an in-depth knowledge of IT service delivery processes (ITIL, COBIT, etc.)

The job holder must have knowledge of international standards, best practices and frameworks related to Applications Software

The job holder must have an in depth knowledge of the supported applications within organization

The job holder must have good interpersonal skills and uses a methodical and systematic work approach.

Atyrau 5/2

CV send Marat.i@kpop.kz

Количество вакансий	1

Требования к соискателю

Стаж по специальности	6 лет
Профессиональные навыки	адаптация компьютерной программы; программирование в реальном времени;
Уровень образования	высшее
Знание языков	Английский - высокий уровень

Личные качества	способность изучать новые программные приложения; файл менеджеры; базовые знания интернета;

Информация о предприятии

Количество работников	600
Сведения о предприятии	**ТОО «Kaz Project Operating»** - казахстанская компания, предоставляющая высококвалифицированных специалистов в области инжиниринга и строительства для различных нефтегазовых проектов в Казахстане и других странах. Мы завоевали доверие взыскательных нефтегазовых компаний Казахстана, а также их основных подрядчиков благодаря нашей специализации в области предоставления квалифицированных человеческих ресурсов для осуществления проектно-конструкторских работ, строительного контроля, контроля качества и инспекций, ввода объектов в эксплуатацию, а также для эксплуатации и обслуживания объектов. Наши основные проекты находятся в Казахстане, но мы расширяем свою деятельность на международном рынке, в частности в России и Азии.
Контактное лицо	Паливала Ирфан Мохаммед Фарукх
Регион предприятия	Акмолинская область / Зерендинский район
Адрес предприятия	Победы көшесі 62 501a