



Unit 1F, G, H Matrix Building, 8 Bridgeway Road, Century City Cape Town 7441

www.afferentsoftware.com

Role: Support Analyst

We are looking for an experienced Support Analyst to join our Implementation and Support Team. He or she will have at least 4 years of working within Payments 24x7 support, ideally on the ACI Postilion payments switch or within cloud products on AWS or other cloud platforms.

To apply, please contact jobs@afferentsoftware.com

Company Key Selling points

- We care about our customers and our team; we like to work hard but we realise life is not only about work and we continuously work to make sure our people are happy and feel supported.
- We have a flexible culture with relaxed dress, flexible working hours (with optional late starting up to 10am), work from home possibilities, regular in-office lunches, and various office amenities including a pool table and an energising vibe.
- Although we are a small team of 25, you have the comfort of knowing the company has been around for more than 15 years and looks after its staff as a priority.
- We are committed to continuous innovation and bringing out the best products in Payments.
- We work with some big international customer names.
- Our people have the ability to travel to the UK and US amongst other countries visiting customers.
- We provide entry into, and training, in the highly complex and sought-after international Payments market.

Brief description

All successful candidates who join Afferent must demonstrate the following principles:

- Be able to earn the trust and respect of their colleagues
- Go above and beyond for their stakeholders / customers
- Have an extremely helpful attitude and be a team player
- Always leave things better than they found them
- Take initiative and ownership
- Take pride in what they produce and therefore produce high quality
- Be committed to the company but also be able to strike a balance

Qualities

The Support Analyst is a key role within Afferent as they are responsible for keeping our customers' and our systems up and running 24x7. There are some fundamental qualities that we are looking for in our Support Analysts:

- Careful and systematic when it comes to investigating and handling production issues and their fixes.
- Willing to be on a 24x7 support rota and to be available after hours at short notice when needed.
- Experienced at learning new technologies and products.
- Being highly communicative and patient, answering all stakeholders queries, and being able to speak to people at varying levels of seniority confidently.
- Ability and a desire to grow their expertise into new product sets and new areas of the products that they support.
- Calm under pressure when dealing with internal and external teams

Role Purpose

The Support Analyst is responsible for ensuring that Afferent's customers get the best possible experience when using its products in a production environment, whether it be for investigating and resolving production incidents or answering general queries. They are on a 24x7 production support rota for priority incidents and follow the Afferent support process to research and resolve customer reported issues related to a product or solution, liaising with any internal and external parties where necessary. It is their role to keep both the customer and internal stakeholders up to date on all activities related to support tickets on a regular basis.

Core Responsibilities

- Understanding and following contractual agreements with customers relating to support and all internal support processes.
- Part of the 24x7 1st line production support rota for all Afferent's customers and all its product sets, of which there are many.
- Responsible for managing production support incidents, gathering data, performing tests and replicating and resolving the causes of these incidents.
- Management of support tickets / incidents to which they are assigned, including all related stakeholder communications and keeping these tickets up to date.
- Compiling and walking through regular production support reports with relevant customers
- Answering customer questions (not necessarily incidents) related to production configuration and operation by testing, reviewing code (if available and it is within their skillset) and reviewing documentation.
- Installing applications and troubleshooting failure of installations.
- Contributing to developing training material of support processes not yet documented.
- Performing other duties as assigned.

Qualifications & Experience

Bachelor's degree in a software, technical or related field from a recognised institution. Equivalent experience will be considered.

Minimum 4 years' experience as a Support Analyst or similar role within a software organisation, preferably in Payments and Postilion.

Experience with Agile development methodologies like Scrum

Experience with Atlassian Jira and Confluence

Excellent analytical and investigative skills

Ability to deal with stress, as the job will entail obstacles, challenges and responsibility.

Proficiency in standard Windows-based IT applications

Technical Information

The Products that the Support Analyst will be supporting use the following technologies

- Windows (Windows 10, Windows Server)
- ACI Product Set (Postilion)
- Databases (Microsoft SQL Server, SQL Databases)
- Amazon Web Services