

JOB ANALYSIS TEMPLATE

Title of Job:		SUPPORT ANALYST II	Name:	ARIA PRIBADI
Reporting to:		NORASHAN TJAN (SUPPORT MANAGER)		
Description		Support Analyst will work with Allegro's clients and implementation managers to troubleshoot and isolate issues with Allegro software and provide solutions. Working with developers, quality assurance and product managers, the Support Analyst provide a crucial link to our success in client relations.		
Roles and Responsibilities (activities, tasks, projects)		Deliverables	Value to Organization (0-5)	Priority Ranking (1 – 5)
1	Attend customers' requests from NetSuite, emails, phone calls	Provide resolutions and update ticket status accordingly (from New until Closed)	4	4
2	Analyze business cases from customers' requests	Understand issues, able to provide solution (permanent or temporary), clarification and explanation about the issue to customer	5	5
3	CxC Product Installation, Configuration and Deployment	Prepare and perform installation and patch deployment in timely manner adhering to project schedules and provide post-implementation maintenance and support to customers	5	5
4	Analyze technical cases from customers' requests	Troubleshoot Technical issue about CxC Product, or Server Configuration issue	5	5
5	Classify of issue category from Customer	Assign the correct category of tickets/request (Bug / Change Request / Enquiry) in NetSuite based on analysis of existing functions and documentation	4	4
6	Provide case details to development team	Submit more details about product technical issue to development team based on result of	4	4

		troubleshooting or deep analysis on product technical issues		
7	Raise tickets/requests in NetSuite for services team	Create a case/ticket in NetSuite as described by services team in e-mail	4	3
8	Assist internal technical issues (internal test/training servers)	Able to troubleshoot technical issues (Server / Web Service) in the internal environments	3	2
9	Provide required documentations	Provide specific documentations Both for internal or customer	4	3
10	Self-Development	Attend training and knowledge sharing	1	1
11	Raise hotfix requests for the critical cases	Negotiate with RnD team to deliver critical fix as planned	1	5

Skills, Competencies and Knowledge Required for the Position				
	Critical	Desirable	Optional	Must Not Have
1	Able to operate Microsoft Windows Operating system (Client / Server)	Eclipse IDE	Server Security	
2	Have knowledge about Microsoft SQL Server (Query, Configuration)	Computer Network Basic (IP / Port network configuration)	Knowledge about mail service	
3	Java web server application	Microsoft Office (Word, Excel)	Able Configuring web with SSL	
4	Web server Knowledge (JBoss, Apache)	Java Framework (Spring / Struts / Hibernate)	Basic Commodity Trading Knowledge	
5	Able to communicate in English both oral / verbal minimum intermediate level	Java programming Experience	ERP Knowledge (SAP, Microsoft Dynamic AX, Oracle Business Suite)	
6	Able to Analyze business and technical customer issue	Knowledge in BI Tools (Jasper Studio)		
7	Able to work with minimum supervising			

Experience	<ul style="list-style-type: none"> - Web Programming (Object oriented PHP / Java Spring / Struts / MVC) (1 years) - Familiar with Windows OS (Client / Server) - Familiar with Microsoft SQL Server (understand concept of DDL / DML) - Customer Technical Support (1 Years) 		
Education			
	Degree Required	Subjects	Minimum Marks/Grade
Basic Education	Yes	Science	-
College Degree	Yes	Informatics, Information System, Computer Engineer	3 Scale of 4
Graduate Degree	No		
PhD	No		
Occupational Certificates	-		