JOB ANALYSIS TEMPLATE

Title of Job:	Support Analyst II		Name:	Suja Sugathan	
Reporting to:	Bryan Fikes				
Description	• Diagnose and resolve day-to-day live system issues in custom application code, custom interfaces, database data and code • Effectively record and monitor progress of all issues raised, providing feedback to the business users as required • Liaise with other support/development teams across the Allegro branches geographically to resolve cross system issues • Application database management, software installation/patch management, data import/export and system integration, custom report creation and support and general system administration • Other projects and duties as assigned				

Roles and Responsibilities (activities, tasks, projects)		Deliverables	Value to Organizatio n (0-5)	Priority Ranking (1 – 5)
1	Troubleshoot and support	Perform troubleshooting and system support for all production business applications	4	1
2	Training	Provide orientation and training for new and existing users	4	2
3	Procurement	Develop and maintain documentation for knowledge base, user guides and procedural manuals	4	1
4	Monitoring and controlling	Monitor and enforce security policies and procedures for software applications	4	1
5	Maintenance	Facilitate the testing and deployment of software upgrades when necessary	4	1
6	Software functionality support	Assist with the organization and automation of business processes to maximize efficiencies	4	1
7	Project support	Assist with the project management for new business application development projects	3	3

Skills, Competencies and Knowledge Required for the Position			
	Critical	Desirable	Optional	Must Not Have
1	Understanding of methods to evaluate	Understanding of the commercial concepts behind Oil and Gas accounting, Counterparty Credit Risk and commodities trading		
2	Information technology experience supporting or implementing software, services or related systems	Development tools and SQL skills		
3	Ability to work with demanding users in a fast-paced environment	Ability to communicate across different levels of the business		
4	Ability to work independently or on a team and excellent multi-tasking skills			
5	Ability to complete work within assigned deadlines			

Experience	With ETRM 5 years		
Education			
	Degree Required	Subjects	Minimum Marks/Grade
Basic Education			
College Degree	Bachelors in Science	Physics	70%
Graduate Degree	Masters	Computer Application	65%
PhD			
Occupational Certificates			