

# Turkey Jobs Expertini®

## Application Support and Administration Specialist

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Company: ASEE Group

Location: İstanbul

Category: other-general

What we do?

We are building the future of payment technologies. We are developing a powerful payment platform that enables ecommerce for online merchants.

The candidate will join the Application Support & Administration (ASA) team and will participate in ongoing administrative support and end-user support for own managed SaaS systems, cloud services and customer owned License products based on contractual SLAs. This role maintains the stability and usability of SaaS managed systems, cloud services and customer owned License products by performing application maintenance, managing second level support for incidents/requests/changes/problems related managed SaaS and License applications, and contributing to software releases by delivering configuration tasks and features.

About Us: <https://www.payten.com/tr/>

About Your Role:

Works closely with all Application Development team and all teams of Technology Management (DBA, Infrastructure, Network Security, IT Security, Information Security) to support the ongoing administration and day-to-day operations of all applications and relevant modules.

Demonstrates the requisite knowledge, skills, and abilities to effectively solicit and capture business and technical requirements; develop, test, and implement system configurations and workflows; diagnose the underlying drivers of performance gaps; inform continuous improvement initiatives

Applies effective communication, analytical and problem-solving skills to help demonstrate the business value of overall SaaS platform and licensed products for internal and external customers.

Monitoring and tracking of production issues and working pro-actively to catch incidents before they happen

Ensuring problem and root cause tickets are progressed as per SLAs

Ensuring in place for changes to be deployed, coordinating release and post release support

On-call rotation

#### About You:

Minimum 3 years of IT application management or service delivery management experience in a large heterogeneous environment

Minimum 3 years of experience in the configuration and deployment of Java applications.

Knowledge/experience of 3D Secure payment systems, virtual POS systems, 3D 2.0, Directory Servers (Optional)

Good knowledge and experience of application servers (Apache Tomcat, Websphere etc)

Good knowledge of one of major Scripting tools (Bash Script, Powershell, Python, Javascript etc)

Good knowledge of SQL / PL SQL

Knowledge of one of major monitoring tools (Zabbix, AppManager, Dynatrace, etc)

ITIL Framework understanding and working knowledge of concepts (Familiarity with Incident, Problem, Change and Release Management procedure is preferable)

Understanding of common software development life cycle methodologies (especially agile and DevOps)

JIRA and Confluence usage/Experience

Experience in the SaaS/PaaS Technical Support or Application Support

Knowledge/Experience of Secure Authentication, SSL, Encryption, PCI DSS (Optional)

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