**Kansys**

910 West Frontier Lane

Olathe, KS 66062

[www.kansys.com](http://www.kansys.com)

**Application Support Analyst (Monday- Friday, 12:00PM – 8:00PM)**

The primary goal of the Application Support Analyst is to offer the highest level of customer care services and support available to develop a high level of customer satisfaction. The Application Support Analyst must be able dig deep into complex issues and work quickly under pressure to produce correct actions.  This resource gains first-hand experience in how customers utilize our products in live deployments, as well as unique insights into the customers’ overall billing operations.

**Responsibilities**

* Gain a comprehensive understanding of customer-deployed products, including their core operational functionality
* Handle customer escalations from customer support to investigate and troubleshoot challenging product issues such as product interoperability with the customer operations
* Communicate effectively with customer support to ensure that the proper analysis and investigation materials for the escalated issue are diligently compiled
* Isolate issues and work with product teams on root cause analysis and resolution
* Identify viable workarounds, if applicable, for high-priority issues affecting customer service
* Identify root causes and implement urgent fixes for field-impacting product issues

**Qualifications:**

* 3+ years of experience in a similar role
* Solid SQL, shell scripting, and XML skills
* Solid business analysis, database, and OS skills with good documentation skills
* Ability to read, troubleshoot and debug code
* Demonstrable technical problem-solving and troubleshooting skills
* Windows technology skills helpful but not required
* BS or MS in Computer Science or equivalent work experience