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JPMORGAN CHASE BANK, N.A.

# Technology Support I, Production Management

MCF-2024-1596733

📍 Islandwide 🕒 Permanent, Full Time 🏢 Professional ☆ 1 year exp

🏦 Banking and Finance, Information Technology

**\$5,000 to \$10,000** *Monthly*

38 applications   Posted 28 Oct 2024   Closed on 11 Nov 2024

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## Roles & Responsibilities

Embark on a dynamic career in tech support, where your skills contribute to maintaining world-class technology solutions to ensure a seamless user experience.

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externally developed systems, ensuring a seamless user experience.

## Job responsibilities

- Provide technical support on Securities Processing Applications to users.
- Troubleshoot business issues, identifying root cause and solving problems to provide technical solutions to user teams in a timely manner.
- Drive incident management process and facilitate blameless post-mortems.
- Automate manual operational work to improve efficiency in Securities Processing Environment.
- Develop and support automation tooling to improve the reliability of the platform and the productivity of the team.
- Work with development teams throughout the software life cycle ensuring sustainable software releases.
- Perform analytics on incidents and usage patterns to better predict issues and take proactive action.
- Take turns to work on weekend and bank holidays. Occasionally, work after office hours to provide support coverage to other regions.

## Required qualifications, capabilities, and skills

- Bachelor's Degree in Computer Science related disciplines
- 1+ years of experience or equivalent expertise in troubleshooting, resolving, and maintaining information technology services
- Familiarity with applications or infrastructure in a large-scale technology environment on-premises or in the public cloud
- SRE Experience in any Application framework is an advantage

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simultaneously.

- Knowledge in development toolset for software development and maintenance.
- Knowledge in one or more general purpose programming languages, plus an interest in learning other coding languages and skills as needed.
- Experience or understanding of incident Management, Change Management best practices.
- Good communication skills, both verbal and written, with the ability to clearly convey technical information while leading conference calls.
- Exposure to one or more general-purpose programming languages or automation scripting, and knowledge of ITIL Framework.

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### About J.P. Morgan

J.P. Morgan has been a leader in helping companies grow and markets develop throughout our history. We collaborate across the globe to deliver the solutions and advice to meet our clients'

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+ build trust

+ build teams

+ Troubleshooting

+ Trust

+ Change Management

+ Process Improvement

+ Scripting

+ Achieving Results

+ Securities

+ Information Technology

+ Technology Solutions

+ People Development

+ Cultural Diversity

+ ITIL

+ Team Player

+ Team Work

+ Cost Control

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