**SENIOR APPLICATION SPECIALIST**

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| The Senior Application Specialist position is an expert-level position in the Professional Services Delivery and Support group and is identified as a subject matter expert in the delivery of specific Lineup Systems application support for Adpoint within a product portfolio for the Commercial product set for multi channel publishing including print and digital.  This position requires expert knowledge in delivering application software and configuring application software functionality, providing training for client end-users of specific application functionality and providing technical support and supervision to consultants in the live use rollout support phase. This position is responsible for providing the post-sales support of systems, sub-systems and applications for internal and external customers and additional responsibilities for pre-sales support deliverables. |
| Key Responsibilities : |
| The Senior Application Specialist position is responsible for the following activities and tasks:   * Responsible for high levels of client satisfaction for the products/solutions supported and delivered in either a delivery role on-site or customer support role.   Supported editorial staff at MailOnline in UK, New York and LA; Directly in contact and supporting Martin Clarke (Publisher)   * Expert knowledge and understanding of application installation, configuration and customisation of the supported product.   While currently not versed in the product, I see one of my major skills as being adaptable and an ardent technologist; if it’s a technology solution for web, I will be able to adapt quickly   * Resolves advanced or complex user application functionality and configuration issues escalated by lower-level consultants or at the direction of the Project Manager or Operations senior management. * Has expert skills in product capabilities and the operational use of the supported products in the client environment.   See previous answer in regards to adaptability – client stacks do vary wildly, so it would need to be determined closer to the time   * Escalates product issues to the Project Manager and/or Lineup Systems senior management when unable to resolve issues with available tools and skills. * I would expect to be able to work with developers to take an issue to resolution in every case, but where the resolution is longer coming than expected, communication back to the business so that impact on clients is marginalised is always a key consideration in the web arena; * Responsible for ensuring completion of specified tasks or areas of concentration for consultants. * Attempts to reproduce reported problems with no supervision.   This is how I see web systems working; by constant proactive monitoring and analysis; I brought New Relic and Logicmonitor in to compliment Site Confidence at Mailonline to ensure that the full scale of the stack and how it is currently managing with load and release changes   * Ability to determine root cause of problems. * Documents resolutions to reported problems. * Currently maintain an extensive Confluence document base complimented by heaviliy documented Jira tickets * Applies company-approved best practices and promotes continuous process improvement when required.   With 14 years experience in supporting every level of system, I frequently add great value to discussion and evolution [\*]   * Identifies and resolves product and documentation deficiencies when applicable.   See above re: documentation maintenance in Confluence   * Participates in peer reviews and project feedback form generation for the consultants on the project team. * A devops mentality with close working and review process with key stakeholders can be the deciding factor between success and failure – and as I, in a support role, have to pick up the failures, this is a key factor in my working ethic * Develops rapport with customers and * manages client expectations in terms of quality and needs assessment. * Very personable and on excellent terms with all editorial staff (unusual for tech staff at MailOnline! – but also why I was chosen to be the primary interface with the editorial staff from problems to enhancements * Identifies and proposes opportunities for add-on services to Project Manager, Operations senior management and Sales. * Continuously identifying improvements with the frontend and CMS for MailOnline, ensuing not to repeat mistakes of the previous technology team – I involve editorial in my thought process to ensure I make no assumptions * Works with customers to define advanced or complex requirements for enhancement requests * See above * Manages difficult customer situations and makes decision on escalation to more senior management levels. * Supporting editorial 24x7 and having Martin Clarke waiting on resolution should sum up my experience in this area – Martin frequently requests me to resolve issues (even if minor) as his time is so valuable – he also reuested me to support the NYC office while we were recruiting for a new york support manager * Provides on the job training to less experienced team members * Currently have 2 “new” guys in – after seeing some of the poor candidates that were supposed to be “experienced” I opted to take graduates – which has been an amazing experience as they are far more keen than a lot of staff and absorb knowledge at impressive rates! * Provides training plans and needs for consultants. * See above * Acts as a consulting expert to advise on the functional/technical/organisational matters which can impact the business processes and the technology architecture * I see myself as a key member of the MailOnline technology team – I would expect that my opinions as a technologist and my years of experience are brought to the table and acknowledged – even if not moved forward – the importance isin the involvent fot the bettering of the product and company for the end user |