# Application Support Analyst

## iNVESTi Pty Ltd

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**About us**

We are a fast-growing startup business focused on problem-solving, more specifically, your better choices for your investments. iNVESTi is driven by a pure desire to do place our customers on the same level as expert traders, without having to go through their years of training. We are continually evolving ourselves and leveraging the latest AI technologies to create elegant, innovative solutions across the financial sector.  iNVESTi empowers everyday Australians by providing customised, AI-enabled tools that have a meaningful impact on customers lives and outcomes in the financial markets.

Our goal is to empower everyday people to achieve their economic freedom, faster and cheaper through deep learning and utilising artificial intelligence to solve complex financial decisions in the stock market globally. We are excited by what is possible and where our innovations will lead - and we are just getting started!

**About your role**

The role of application support analyst will report directly to the Head of IT. You will be responsible for the IT operations space as it revolves around supporting all the business-critical applications iNVESTi has developed, as well as the integrated SaaS apps. Being part of a startup, you will be expected to have a hands-on attitude and ability to work around the business in a range of roles. We are looking for candidates who can start running from day one, have the experience and play a key role in the team. It is also expected that:

* Be excited about our innovative solution;
* Keen interest in finance and fintech;
* Take ownership of your role and look forward to constant improvement when providing support to our critical-business applications;
* Utilise an IT Ops perspective when managing vendor relations;
* Being able to assess and prioritise tasks raised by our support team;
* Swiftly escalating issues to vendors and software engineers;
* Change management for minor tweaks to current business systems;
* Coordinating essential IT activities such as checking for recovery of disasters and relocation of infrastructures;
* Be a bridge for information between IT Ops and Customer relations teams;
* Create and update IT procedures;
* On-Call support;
* Monitoring risks in your position and reporting / escalating incidents and intrusions as appropriate to the Risk & Compliance department, the CEO and the Board;
* Stress Management, as per procedures and time-frame agreements.

**What will help you succeed:**

* Ability to investigate and solve issues in real-time on a microservice field;
* Work in a stock exchange or payment sector promoting business-critical applications;
* Vendor and Stakeholder engagement experience;
* Exposure to login tools like AWS Cloudwatch, New Relic, Kibana and Elasticsearch;
* Ability to work in a high-pressure environment and keep track of tasks and their priorities;
* Minimum 5 Years experience in a corporate environment;
* Extreme attention for detail and strong analytical skills
* Bachelor’s Degree or equivalent in Software Engineering, Computer Science or related;

**Why you will enjoy working here**

You will be making a change in people’s lives! We are developing groundbreaking and cutting-edge AI innovations, implementing them across the equity market and the financial sector to help create an immediate, positive impact on the results and wealth of customers.

We are also believers in lifelong learning and will help you in enhance any path you want to progress your career.

We are a startup with a sense of community encouraging team activities and inclusive social gatherings; we celebrate milestones and take on great pride and responsibility for the work and impact we make.

Flexible working hours - we value work-life balance. We are also open to making this role fully remote if desired (based in either Melbourne, Brisbane or Perth).

We offer competitive remuneration - plus employee share options.

Beautiful and modern office space - located in the heart of Melbourne’s CBD at Southbank

**What’s next?**

If you want to make a change in people’s lives and this role sounds like an excellent fit for you, please apply online now, and we’ll review your application shortly.

**The application form will include these questions:**

* Do you have Full working rights in Australia?
* How many years of experience do you have as a support analyst?
* Have you worked in a job that provides financial services to customers?
* What is your expected salary?
* How much notice does your current employer need?