



Technical Application Engineer – Financial and eBanking Systems

A career with Capital G is more than just a job. When we say 'Welcome to the Family' we mean it. We're currently looking for someone to join our team in the role of Technical Application Engineer. See if you have what it takes to join our growing family.

This position is requires a deep technical and functional understanding of core financial applications in banking and skills required to support them. The role is responsible for providing the technical support and operation of applications and interfaces and the technical relationships with vendors to ensure that the supported packaged applications are configured, operating and performing to the business' current needs and support future strategy. Ad-hoc development projects are also a key activity of this role, coding interfaces, .NET development and automated batch processing applications.

Primary Responsibilities Include:

- Primary responsibility for level 2 support of financial and eBanking systems, including 24x7 on call shift support, with a capability to cross train other team members
- Ability to support other 3rd party applications, including core financial systems, based on cross training from other team members
- Ad-hoc development; coding of application interfaces, .NET / C# development and configuration and maintenance of automated batch processing applications
- Data analysis, management, identification, maintenance and extract in support of business information reporting, investigations and implementation of data interfaces
- Lead or assist with deployment and configuration of new applications and interfaces as required
- Proactive maintenance and administration of installed applications and interfaces to optimize and ensure performance and stability
- Detection, identification, resolution and documentation of application level incidents. Liaison with other application and infrastructure team members and vendors to isolate and resolve the incident
- Responsibility for configuration, trouble shooting and optimization of the relevant systems, liaising closely with in house Business Analysts (BA) and external Vendors
- Monitor and review system operation and provide troubleshooting and issue resolution
- Work with internal and external teams to establish the technical direction and analyze trade-offs between usability, performance and cost
- Responsible for ensuring all application system architectures are documented and changes maintained in the appropriate tools and libraries
- Liaise with BA's and direct business contact on issues identification and problem resolution to ensure applications are leveraged to the maximum degree appropriate
- Lead or assist with development of and delivery to defined and measured SLA's/SLO's
- Assist with the assessment and estimate of future Application needs and the creation of IT capital and operational costs for department and project level budgets and business cases

- Successfully engage in multiple initiatives simultaneously
- Other tasks as directed from time to time by management, including but not limited to Disaster Recovery testing and technical Projects
- Mentor and manage other resources as part of the operational team or within defined projects

Areas of Responsibility

- Primary systems for support include but not limited to:
 - o Core Interfaces
 - o In-house developed applications
 - o Credit / Debit Card processing applications
 - o Fiserv Corillian International eBanking

The successful candidate must have

- Bachelor Degree or higher in a technology or science related field. Extensive relevant experience may be acceptable as a substitute
- 5+ years experience in developing in Web based languages (java, .NET, C# etc.) a necessity
- 5+ years of detailed technical support experience of major packaged applications, ideally in a financial context
- Proven experience of configuring applications and the interfaces between them, ideally with a Fiserv context, including script and code languages
- 3+ years demonstrable technical support experience of Financial applications and associated tools with evidence of ability to learn others. Corillian International eBanking or similar preferred
- Knowledge of the Fiserv organisation and other Fiserv Capital G installed applications a benefit
- Demonstrable knowledge of application support processes including Change, Incident, Problem, Release, Deployment and Configuration management
- Experience with installation and technical support for Windows-based software products.
- Proven judgement and decision making under pressure
- Experience in different development methodologies (Iterative, Agile, Scrum etc.)
- Good problem determination technique. Well-organized, with evidence of following through on commitments to customers
- Excellent verbal and written communication

Capital G is an equal opportunity employer and offers a competitive compensation package commensurate with qualifications and experience.

Please submit a detailed cover letter and résumé no later than October 30th, 2012 to:

Human Resources Department

19 Reid Street, Hamilton HM 11

P.O. Box HM 1194, Hamilton HM EX

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We sincerely thank all applicants for their interest. Only those candidates under consideration will be contacted.