



Senior Application Engineer – Financial 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 fill the role of Senior Application Engineer – Financial Systems at Capital G Limited. See if you have what it takes to join our growing family.

This position requires a deep technical and functional understanding of the technologies involved with core financial applications in banking and the experience required to support them. The role is responsible for providing the technology support team leadership and execution to applications and interfaces and the technical relationships with vendors to ensure that the financial systems are configured, operating and performing to the business' current operations plus future strategy.

General responsibilities include:

- Primary responsibility for day to day team direction and execution of level 2 support of Windows and iSeries based financial system, including 24x7 on call support, with a capability to cross train other team members
- Supporting other 3rd party applications in the bank based on cross training from other team members
- Detecting, identifying, resolving and documenting of application level incidents. Liaising with other application and infrastructure team members and vendors to isolate and resolve the incident
- Leading deployment and configuration of new applications and interfaces as required
- Proactively maintaining and administering of installed applications and interfaces to optimize and ensure performance and stability
- Data analysis, management, identification, maintenance and extract in support of business information reporting, investigations and implementation of data interfaces
- Establishing, specifying and delivering existing and future process related to application management including change, configuration, deployment, release, patch management
- Applying your acumen for technology in being responsible for configuration, trouble shooting and optimization of the relevant systems, liaising closely with in house BA's and external vendors
- Monitoring and reviewing financial system operation and providing transaction troubleshooting and issue resolution
- Collaborating with developers, vendors and BA's to establish the technical vision and analyze tradeoffs between usability, performance needs and cost
- Ad-hoc development of interfaces / routines to improve processes within the business
- Responsible for ensuring all application system architectures are documented and changes maintained in the appropriate tools and libraries
- Liaising with BA's and direct business contacts on business issue identification and problem resolution to ensure applications are leveraged to the maximum degree appropriate
- Leading or assisting with development of and delivery to defined and measured SLA's/SLO's
- Assessing and estimating future Application needs and creating IT capital and operational costs for department and project level budgets and business cases
- Successfully engaging in multiple initiatives simultaneously
- Managing colleagues and subordinates as required delivering overall application and software solution support
- Other tasks as directed from time to time by management, including but not limited to DR/BCP activities and other IT Projects

Areas of Responsibility:

- Primary systems:
 - Fiserv (Signature ICBS, Teller, Aperio, Communicator)
 - Corillian (Voyager)
 - Microsoft Dynamics (Great Plains)
 - FSS (Spectrum Treasury)
 - CarmPro
 - CRM3

The successful candidate must have:

- Detailed technical support knowledge of the Fiserv Large Bank Group processes, methodologies and suite of applications
- 5+ years technical support experience of Signature Core Banking System and associated applications such as Communicator, Teller, and Aperio (preferably international version)
- Working technical support knowledge of the Microsoft Dynamics GP (Great Plains) or other MS Dynamics based financial systems
- Proven experience of configuration of Fiserv financial applications and interfaces in general, but with specific experience of Signature Common File configuration in TA, LO, TR, GL, EFT subsystems
- Working knowledge of IBM iSeries commands, query, SQL and administration
- Experience of full development lifecycle in RPG (develop / test / maintain / upgrade) and ability to develop both interfaces and applets in RPG
- Demonstrable experience of 7+ years technical application support in a Retail banking environment in progressively senior roles of which 3+ years should be as a senior or lead application engineer with technical leadership responsibility
- Proven judgement and decision making under pressure
- Good problem determination technique. Well-organized, with evidence of following through on commitments to customers
- Experience with IT process methodologies such as ITIL Service Management, Six Sigma, CoBIT, in a working context a benefit
- Excellent verbal and written communication skills and the ability to interact professionally with a diverse group, executives, managers, and subject matter experts

The above is a list of the duties for this job but the job is not limited to the above duties. Each job description shall be reviewed by Human Resources at least once each year to assure that it accurately reflects the requirements of the job. Reviews may be conducted more frequently if job content changes substantially.

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
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