Application Support Analyst (LOLC Myanmar)

LOLC Myanmar Micro Finance Company Ltd, is looking out for experienced personnel for Co-banking system management, Database Administration and management Information reporting functionalities. The selected candidate will be responsible for the installation, set-up, diagnosis, and maintenance of all database and software applications for the Organization.

Your Responsibilities Include:

- Conducting requirement studies, gap analysis & develop functional specifications/system design specifications based on customer requirements
- Troubleshoot technical issues and provide solutions whilst responding and resolving customer issues in a timely and efficient manner
- Ensure all functions of Co-banking system effectively work with all other applications and operating systems
- Determine and document database policies, procedures, and standards and application-related policies and procedures
- Prepare process documents, user manuals, and policies based on the guidance of the application support manager
- Assist in configuration and maintenance of database server, co-banking systems, and application tools
- Provide MIS back-end reporting for business users by executing complex SQL queries in a timely manner
- Perform tests and evaluations regularly to ensure database security, procedures, privacy, and integrity
- Perform new system installations, upgrades, and new project testing and implementation from a software application perspective
- Work with developers to resolve software bugs and escalate issues as needed and provide feedback to the development team on product improvements and customer needs.
- Collaborate with other teams such as product management, quality assurance, and development to ensure a smooth customer experience.
- Train end-users on how to use the software application and provide ongoing support.
- Stay up-to-date with the latest industry trends and technologies related to the software application

Required Technical Skills

- Experience with HTML, CSS, JavaScript
- Experience with C# or equivalent Object Oriented language
- Experience with SQL and demonstrable knowledge of database techniques

You will be a Perfect Fit if you have:

- A B.S. in Computer Science, Engineering from an accredited college/university or equivalent work experience
- Minimum 1-2 year experience in IT systems & Database Administration
- Exposure to Micro finance related co-banking software systems
- Good communication skills in English language is mandatory (written and spoken)
- The ability to learn quickly in a dynamic changing technological environment with a passion for technology

Apply Via
careers@lolc.com

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