APPLICATION SUPPORT ANALYST

360 Dotnet is a leading FinTech SaaS provider known for delivering innovative financial solutions. We are seeking a highly skilled and dedicated Application Support Analyst to join our dynamic team.

ABOUT US

360 Dotnet created the software, 360 Lifecycle, for mortgage and insurance advisers. Whether it is arranging a mortgage or protecting clients against the unknown; we help businesses and clients succeed. We enable businesses to make a positive social impact, helping families to buy their homes and plan their financial future. Our customers choose us for our proven technology solutions, our expertise and our exceptional service.

Our software is trusted by some of the UK's best regarded financial advice brands. We have grown to become a major player in the mortgage intermediary software market; 20% of mortgage brokers rely on our software, our clients include leading names in UK financial advice, such as Alexander Hall and Quilter.

RESPONSIBILITIES & DUTIES

- **Bug Fixing and Issue Resolution:** Identify, troubleshoot, and resolve technical issues within our FinTech applications. Log and track bug reports efficiently.
- **Supporting Business as Usual (BAU):** Collaborate with the support team to address and resolve day-to-day operational issues promptly.
- **(Some of) Technical Expertise:** Utilise your expertise in our tech stack, including SQL Server, C#, VB, web development, JavaScript, and jQuery, to ensure the smooth operation of our applications.
- **Data Troubleshooting:** Work with XML and JSON data files, troubleshoot data integration issues, and monitor database performance for optimal data integrity.
- **Effective Communication:** Exhibit excellent written and clear communication skills to document issues, resolutions, and updates effectively.
- **Collaborative Team Player:** Demonstrate the ability to work effectively in a team environment, utilising good interpersonal and soft skills, and contributing positively to group dynamics.
- **Independent Problem Solving:** Work autonomously while also fostering teamwork and making informed decisions, especially in high-pressure situations.
- **Azure Expertise (Advantageous):** Experience or exposure to Azure Blob Storage, Function Apps, Application Insights, and DevOps practices would be a significant advantage in this role.

SKILLS & EXPERIENCE

- Strong proficiency in some of the following: SQL Server, C#, VB, web development, JavaScript, and jQuery
- Exposure to other relevant technologies and a willingness to expand your skill set
- Strong analytical and troubleshooting skills

- Familiarity with XML and JSON data files
- Ability to work independently and efficiently
- Exceptional written and verbal communication skills
- Capacity to thrive in high-pressure environments
- A solid understanding of object-oriented programming concepts

BENEFITS

- 25 days holiday plus bank holidays
- Hybrid working between home and our Leicester office
- Healthcare
- Pension scheme
- Access to Perkbox discounts to help employees live and work better
- Be part of an award-winning and expanding business with over 6,000 users of our CRM within the financial advice industry

Please email your CV to recruitment@360lifecycle.co.uk