Quipu is an IT consultancy and software development company, which provides comprehensive end-to-end solutions for banks and financial institutions, from electronic payments to software systems. We are a 100% subsidiary of ProCredit Holding, the parent company of a group of banks that specialize in providing financial services for SMEs.

Headquartered in Frankfurt, Germany, Quipu currently operates from 8 regional offices around the world - in El Salvador, Ecuador, Ghana, North Macedonia, Kosovo, Ukraine, Russia and Romania - enabling us to promptly address the needs of a global customer base.

For our team in **Skopje, North Macedonia** we are looking for a motivated and enthusiastic:

Application Support Coordinator (m/f/d)

Job-ID: 21029

to join our international team at the earliest possible date.

Main tasks and responsibilities:
- The Application Support team's main tasks and responsibilities are:
  - Deploy and support operational Banking Software Systems including
    - Configuration of the system in test, staging and production environments
    - Parametrization and setting-up the application and OS components necessary for their proper functioning
    - Install version upgrades and patches for banking applications and prerequisite runtime components
    - Design, deploy and support functional reports using Visual Studio and Reporting Services
    - Ensure technical Quality Assurance for the technical aspects of the system
    - Contribute to the overall improvement of the application flow and integration with other systems by analysing system design, historical bugs and performance issues and proposing changes to address them
    - Support improvements in the usability of the system
  - Participate in the incident management process focusing on
    - Application runtime environment prerequisite components
    - Application level configurations and behaviour
    - Application and application runtime environment performance issues
    - Data and data structures
  - Provide technical leadership, advice and support to the users
    - In the set-up of business requirements for new functionality to Business and Business Support professionals
    - Throughout the release cycle to testers and pilot users
    - During the operations cycle for the end-users of Banking Systems
  - Monitor production system notifications and act accordingly to resolve urgent problems
  - Plan and execute standard and minor changes based on Service Requests
  - Participate in the planning and execution of Major changes in a project driven environment
  - Engage and communicate with internal stakeholders both from the technical and business environment, 3rd party vendors and security specialists to fulfil the goal of the job requirements
  - Prepare documentation and support the other knowledge management related processes in the organization
  - Train end-users and other stakeholders

- The Head of Application Support will
    - Provide leadership, oversee the professional development of the of the Application Support Engineers in the team and coordinate their activity ensuring the output matches the needs of the organization
    - Oversee the fulfilment within agreed SLAs and with a high level of quality of Service Requests arising in the area of Application Support
    - Act as the point of escalation for all Incidents and Problems arising in the area of responsibility and coordinate the response and restore efforts
    - Provide support for Project teams by identifying and allocating the appropriate resources for the task and capture, structure and communicate feedback that can be used for further improving the solutions and their delivery processes
    - Participate in the Business Analysis process assisting the business support function to investigate and model business functions, processes, information flows and data structures ensuring alignment between business functionality and technical realities
    - Participate in the planning of new systems Versions ensuring alignment between business priorities and Application Support activities
    - Organize and oversee the release process for the applications under the area of responsibility assisting as well as the business support function in defining testing scenarios for new or changed application functionality

Requirements:
- University Degree or equivalent (Computer Science, Engineering or Business IT studies would be a plus)
- Good understanding of core banking applications and banking business processes
- Minimum five years of experience in the analysis, design, development, implementation, testing, and maintenance of application systems based on Microsoft SQL Server
- Knowledge of Microsoft products, such as Microsoft SQL Server tools, Reporting Services and SSIS packages, Visual Studio and Azure DevOps
- Fluency in English language (spoken and written)
- Self-starter, well organized and motivated to work both independently and as a member of a team
- Ability to work under pressure and establish priorities
- Driven by a deep desire to learn and develop skills further
- Availability to travel

Our offer:
- A substantial degree of flexibility, allowing for an autonomous approach to performing duties
- Challenging and varied work
- Flat management structure
- Long-term prospects with plenty of opportunities for development and growth
- Excellent team-oriented and international working environment

If you think you fit the profile, we look forward to receiving your application in English, including CV, motivation letter, and salary expectation, via the following e-mail address:

joinus@quipu.de

The deadline for receiving of applications is **30th August 2021.** Please include the Job-ID in your application.