



Career Opportunity

APPLICATION SUPPORT SPECIALIST- LIFE INSURANCE

Duties will include:

- Act as liaison between Information Technology teams
- Create system access and workflow requirements for new users
- Determine basic best IT practices and suggests how to improve current practices
- Develop basic test plans and performs testing as needed
- Set-up/script automation as needed
- Perform basic trends analysis, develops reports, and supports communication of issues to IT management
- Perform research and root cause analysis to support software applications and/or workflow configuration
- Prioritize and escalates level II incidents to the appropriate technology teams for prompt resolution
- Respond to, diagnoses and resolves application problems and tickets that are escalated via the Service Desk including more non-routine problem recognition, research, isolation and resolution
- Update basic tables and workflow configuration

Qualifications and Experience:

The ideal candidate should possess the following profile:

- Bachelor's degree or equivalent work experience
- 3 to 4 years experience in a technical support role and/or application support role
- Customer Service experience is required
- Application Support, Desktop Support, Technical Support experience is highly preferred
- Strong analytical/problem solving abilities, especially in relation to continual service improvement

If you feel challenged by the above positions, and believe you have the required profile, please send your application letter and a full Curriculum Vitae online quoting "APP-LIFE" the following the respective reference in the subject line to

hr@swanforlife.com

Closing Date: 31 January 2021

The Company reserves the right:

1. To convene only the best qualified candidates to participate in the selection exercise.
2. Not to make any appointment following this advertisement.