

Applications Developer & Support

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Company: Top Notch Consultancy

Location: Beirut

Category: computer-and-mathematical

Position Title: Applications Developer & Support

Reports to: Applications Manager

Grade: P2

Category: FTE

Location: Lebanon

Unit / Division / Department / Section: Corporate Business Systems

JOB PURPOSE: Design, develop, and customize programs and applications to meet corporate requirements. Collaborate with team leaders and operating teams to establish and adhere to guidelines for solution design and implementation. Provide assistance and troubleshoot problems as needed to ensure the smooth flow of daily activities.

JOB DIMENSIONS:

Number of Staff Supervised:

Direct Reports: N/A

Indirect Reports: N/A

Financial Dimensions: N/A

KEY ACCOUNTABILITIES:

Business Intelligence Application Administration and Developments:

Configure and administer BI systems and applications.

Develop and build-up models.

Follow implemented change management and release management controls.

Develop reports and dashboards.

Business Intelligence Applications Support:

Provide end users with necessary support.

Escalate unresolved cases to the second level of support.

Coordinate with external application support, if advised from the second level of support.

Follow up with external support until a solution is provided and implemented.

ERP - Developments:

Write new sessions, program scripts, or reports based on requirements for new functionalities or information availability to enhance end-user productivity or optimize standard procedures or functionalities.

Follow implemented change management and release management controls.

ERP Application Support:

Provide end users with necessary support.

Escalate unresolved cases to the second level of support.

Book new requests with external application support if advised from the second level of support.

Follow up with external support until a solution is provided and implemented.

SPAN OF COMMUNICATION:

Internal: Corporate IT & Business System Unit

External: IT Vendors; External Application Support

JOB RELEVANT INFORMATION (BOUNDARIES & DECISION-MAKING

AUTHORITY)The jobholder is responsible for making decisions related to their direct scope of work.

QUALIFICATIONS, EXPERIENCE, & SKILLS:

Required Qualifications:

Bachelor's Degree in Computer Science/Information Technology or related field.

Preferred Experience:

0 to 3 years of experience in application development.

Job-Specific Skills:

SQL Programming

General knowledge in programming skills, SQL, 4GL is a plus.

COMPETENCIES:

Interpersonal Skills

Multi-tasked, very well-organized

Excellent skills in databases, word processing, spreadsheet, and presentation applications

Computer language knowledge, especially in SQL Knowledge in C++, C#, JAVA, or HTML is a plus.

Basic salary + Transportation + medical insurance first class only

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Cross References and Citations:

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