



Job Title: Application Support Analyst
Department: Information Technology (IT)
Reports To: Senior IT Director
FLSA Status: Exempt
Environment: Drug Free Workplace

Please note: Renew will only consider local candidates currently authorized to work in the U.S. without sponsorship. Relocation assistance is not available for this position.

Position Summary:

The Application Support Analyst will be responsible for supporting, installing, troubleshooting, maintaining and managing assigned Renew proprietary software, as well as supporting other IT initiatives and projects. Application Support Analyst must quickly learn, identify, and support appropriate in-house applications, data, and processes. This Application Support Analyst will also provide regular and timely updates and resolutions to business users, clients, and management. This role will also serve as IT backup and support internal operations, as needed. Successful incumbent must be motivated, self-starter and adept at working independently, with team-player attitude to collaborate with all levels of internal and external customers.

Essential Duties and Responsibilities:

- ◆ Implement and support Renew proprietary software on client systems
- ◆ Support, maintain, and develop internal applications
- ◆ Receive and provide timely response to client requests, ensuring system uptime
- ◆ Perform data validation and mapping of large datasets
- ◆ Create and develop ad-hoc reports as required
- ◆ Work closely with client stakeholders on application support
- ◆ Collect customer inquiries, provide initial response, troubleshoot, and ensure satisfactory closure to all incidents
- ◆ Collaborate with internal and external customers on resolving complex technical issues
- ◆ Regularly evaluate the current state of the application, identify and recommend changes to facilitate improvement opportunities
- ◆ Keep detailed records of application’s performance and report necessary updates to management for review
- ◆ Provide on-call technical support to the application’s users
- ◆ Test, implement, document, and maintain support FAQ’s and solutions
- ◆ Perform application configuration upgrades and enhancements when needed
- ◆ Ability to manage and complete multiple projects simultaneously before deadlines
- ◆ Adaptability and willingness to assist with other projects, as assigned



Qualifications:

Minimum Education/Experience:

- Bachelor's degree from an accredited four-year college in the field of Engineering or Computers
- At least three years of practical experience of SQL Server, My SQL, and php
- In-depth knowledge of software development cycle
- Excellent analytical and problem-solving skills
- Passionate about working with data
- Superior customer service skills and ability to work with cross-functional teams
- Flexibility and willingness to work on weekends and/or after-hours, as needed, to answer and resolve urgent client requests

Desired Skills:

- Programming experience with C#, T-SQL, and VBA
- SQL Server administration or development
- Familiarity with AWS
- Experience troubleshooting and analyzing data issues

Language Ability:

Excellent communication (verbal and written), interpersonal, and client relation skills are critical. Must be enthusiastic, personable, and able to explain technical concepts to non-technical clients. Must always maintain professional attitude and commitment to resolve customer issues with patience and courtesy.

Reasoning Ability:

Ability to define problems, collect and extrapolate data, establish facts, and draw valid conclusions. Drawing inferences from information, applying logical reasoning based on information and producing evidentiary information to support one's contention is required.

Computer Skills:

Expert user in the following software: Spreadsheets (Microsoft Excel), Database (Microsoft Access), Word processing (Microsoft Word), Microsoft PowerPoint, Internet software, E-mail software. Candidates should be prepared for IT Assessment during office interview.

Supervisory Responsibilities:

This role is not a people manager but all Renew employees are expected to demonstrate excellent Leadership qualities.

Traveling Demands:

Some travel is required and can fluctuate, depending on client/project needs. Up to 20% of the time may be spent traveling to perform the above described roles and responsibilities. Renew will reimburse eligible business-related travels, including airfare, lodging, transportation, and Per Diem, as per Renew Travel Policy.



Compensation:

Compensation opportunities fall into the following categories. Results and performance significantly impact these opportunities.

- Base Salary: Commensurate with experience (paid semi-monthly)
- Variable Pay: based on performance & results (paid quarterly)
- Profit Sharing based on the profitability of the Company
- 401K plan with employer Safe Harbor contributions for eligible employees
- Healthcare Savings Account employer contributions for eligible employees
- Discretionary bonus (special achievements)

Pre-engagement requirements:

Renew International is a Drug Free workplace. All employees and contractors are required to successfully complete hair and urine drug screens prior to starting work for the company. Additional pre-engagement requirements include a background check, company engagement / employment paperwork and policy attestations.

E-Verify

Renew participates in E-Verify. This employer will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each new employee's Form I-9 to confirm work authorization.

Company Description:

Renew International performs three complementary services – Contract Compliance Reviews, Supplier Payment Reviews, and Performance Improvement Engagements. Headquartered in Houston, TX, the company offers its services across North America. In its 20-year history, Renew has successfully performed thousands of engagements throughout the U.S., generating more than one billion dollars (\$1B) in cost recovery and cost reduction benefits for our clients.

At Renew International, our success centers on the unique capabilities of our employees – our greatest asset. We actively seek diverse professionals to deliver industry-leading solutions and service to our clients. Our business culture is personable and transparent. Our organizational structure is flat, and employees are not restricted by organizational red tape and hierarchy that can dilute an individual's productivity and enthusiasm. Our financial compensation and benefits are extremely competitive. We train and develop employees to maximize our success – and theirs – with compensation directly tied to performance. We are firm believers in results-based pay that parallels the company's success.

*Financial Results * Customer Service * Employee Recognition * Community Involvement * Spiritual Development*

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned.