Application Support Analyst

Phone :
Web :

Job Summary

Vacancy :
Deadline : Aug 12, 2024
Published : Jul 12, 2024
Employment Status : Remote
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

Looking to work for an awesome team? You've come to the right place! Our developers are a tight-knit group helping drive substantial product development as we continue to grow. We value shipping quality code that delivers end-to-end functionality and then iterating and improving using feedback loops from our observability stack.

Foodee is looking for an **Application Support Analyst**! Our marketplace is evolving and our customers are demanding more product capabilities and more flexibility with the current feature set. As a member of the Technology team, you will have the chance to work on our current products including our marketplace, vendor management, recommendation engine, vendor scheduling and real-time order tracking. As well as helping deliver on our support promise to our customers.

Our toolset includes Slack and JIRA for ticket intake and escalations, Scout, Sentry and DataDog for monitoring, and various technologies for issue resolution. We also have tools built in-house to help troubleshoot and resolve customer issues. The Application Support team is poised for growth and along with that comes many opportunities to learn different skills both technical and non.

YOUR DAY-TO-DAY
• Monitor and react to any alerts or issues identified on the various monitoring dashboards
• Be the first point of contact for our CS team to escalate issues through to the Technology teams, ensuring proper information is captured and appropriate troubleshooting steps are followed
• Identify points of improvements on our monitoring dashboards and alerts
• Keep up-to-date with known issues and apply any known patches or resolutions for incoming incidents
• Contribute to documentation as it relates to troubleshooting steps for new or known issues
• Escalate defects and issues requiring developer assistance for root cause analysis
• Openly collaborate with your team to solve problems and learn from failures

ALL ABOUT YOU
• Experienced in monitoring tools such as DataDog (though exposure to other monitoring tools such as Splunk or Azure Monitor is welcome as well)
• Experience with supporting production applications
• Experience with SQL or NoSQL databases
• Some experience configuring and maintaining alerts for different production applications using tools such as DataDog
• Ability to effectively communicate and exchange information with technical and non-technical teams
• Ability to take part in an on-call rotation

REPORTS TO
Manager, Software Development

DIRECT REPORTS
None

OUR BENEFITS INCLUDE:
• Annual bonus plan
• Paid time off, including sick, vacation & quality of life days
• Paid statutory holidays
• Monthly health & wellness reimbursement
• Professional development reimbursement
• Work-from-home flexibility; fully remote applicants accepted but must be able to work EST hours

At Foodee we are committed to strengthening local restaurants, and it all starts with our people. We're creating a culture where everyone feels included and diversity is celebrated, and we believe that makes our business better. We strive to open every window of opportunity to discover our future applicants, and in each role we endeavour to look beyond your work and educational experience. As an Equal Opportunity Employer, we strongly encourage applications from Indigenous peoples, racialized people, people with disabilities, people from gender and sexually diverse communities and/or people with intersectional identities. We can't wait to see what you bring to the table.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits