

JOB DESCRIPTION

POSITION: Business Application Support Analyst

Department: Business Application Support, Information Management

Reporting to: Business Application Support Team Leader

Location: The Hague, The Netherlands preferred or any European Marlink office

Work ratio: full time

HR contact: Monique Paap (Monique.paap@marlink.com)

Deadline to apply May 7th, 2021

General Responsibilities

The Business Application Support Analyst is responsible for the timely, and accurate resolution of service requests and incidents reported by the different stakeholders within the Marlink Group. The business applications that require support primarily consist of customer portals, systems related to billing, CRM, and Incident Management and Workflow Management systems.

The Analyst will also be expected to proactively monitor the availability of business applications during office hours and follow defined procedures in case of incidents. These defined procedures may require coordination with several other departments within the IM organization.

Lastly, as projects are a common activity within the organization, the Analyst will also be involved occasionally, in project tasks like data analysis, cleaning, and integration.

Main Tasks

- Second line support – Solve incidents and requests that require in-depth knowledge about Marlink applications and solutions
- Coordinate the resolution of tickets with different relevant teams and stakeholders and focus on root cause analysis to provide structural solutions
- Ensure that all tickets are answered and resolved within the agreed SLA's
- Monitor dashboards and safeguard the availability of business applications
- Analyse and report trends on tickets, and raise proposals to management to update processes
- Participate and serve as resource in assigned projects, where data analysis, cleaning and integration are required

Requirements

- Fluency in English (written and spoken) is a must
- Advance knowledge in Excel (e.g. lookups, complex formulas, pivot tables)
- Prior experience in handling tickets is a plus
- Familiarity and experience with SQL preferred or with other programming languages



- Ability to work independently, with strong attention to details, and drive to see results
- Creativity in problem solving, and affinity to be analytical
- Ability to work well within the team, and to build and maintain relationships with other stakeholders
- Experience with interpretations of JSON / XML and calling API methods are considered a plus.

What we offer:

- Marlink is a global Maritime IT and Satcom industry leader
- A company in continued growth, and in a changing market
- An interesting job in a developing, international, and dynamic environment
- Competitive remunerations and pension plans
- External and internal training will be available
- Easily accessible workplaces in modern premises

Company language is English, and local language within assigned territory is a prerequisite. We have a flexible work situation. All applicants will be treated confidentially and in accordance with current rules and regulations.

Interested?

Please send your cv and motivation letter in English by email to:

Monique Paap (Monique.paap@marlink.com) with reference Business Application Support Analyst