IT PRODUCTION SUPPORT ANALYST

(M/F) – FULL TIME

Advanzia Bank S.A. is a European online direct bank specialising in credit cards and card payment solutions for consumers, business partners and financial institutions. Advanzia was founded in 2005 in Luxembourg. With over one million active credit card customers, we are a leading online credit card issuer in Germany and have a strong presence in Luxembourg, Austria and France. Moreover, we recently launched our no-fee credit card in Spain.

As a result of our continuous growth, Advanzia offers many job opportunities for dynamic, skilled and open-minded team players. We are currently looking for an IT Production Support Analyst to join our Technology & Projects Department.

ABOUT THE JOB

The IT Production Support Analyst will be a member of the IT Operations and Infrastructure team (part of the Technology and Projects Department), and will support the daily operations in the production environment. The IT Production Support Analyst will be responsible for the following activities:

– Work with the following systems on a daily basis: SQL-Server, Core Banking System, Archiving platform (Documentum), Customer communication platform (OpenText xPression), Workload Automation platform (Automic)
– Set up and monitor production jobs, including internal and external data transfers
– Ensure smooth execution of the monthly statement process
– Participate in the coordination and deployment of new software releases, both in User Acceptance as well as Production environments
– Incident resolution and follow-up; problem identification and analysis
– Contribute to the continuous improvement of the overall production environment and processes; develop appropriate guidelines where required
– Maintain a high level of technical awareness within the assigned area of responsibility

ABOUT YOU

– Bachelor's degree "BAC +3" in Information Technology or equivalent combination of education and experience in a similar position
– Strong troubleshooting, analysis and time management skills
– Strong technical experience in writing and executing database queries
– Proficiency in Microsoft SQL Server Reporting Services (SSRS) and Integration Services (SSIS)
– SQL and PowerShell scripting expertise
– Experience in Business Continuity Planning
– Basic knowledge of the ITIL Framework
– Would be considered as a plus:
    – Knowledge in operating a production Microsoft SQL Server infrastructure
    – Experience in database optimisation and performance tuning
    – Knowledge of database backup, restore, recovery models as well as database shrink operations
    – Familiarity with High Availability and Disaster Recovery concepts, i.e. clustering, database mirroring, replication, as well as Always On

WHAT WE EXPECT

– Good customer and service orientation skills
– Ability to translate business needs into technical requirements
– Ability to learn and apply new technologies
– Accuracy with attention to detail without losing sight of the big picture
– Ability to work independently with minimal supervision in a team environment
– Ability to deliver results within a specific timeframe and also under pressure
– Fluency in English; other European languages are advantageous

WHAT WE OFFER

– Attractive benefits as part of the banking collective agreement
– Wide range of additional benefits, e.g. Sympass, luncheon vouchers, transportation allowance, etc.
– On-the-job training
– Dynamic and international work environment
– Participation in various CSR initiatives

Located in bright and modern offices in Munsbach at 15 minutes from Luxembourg City, Advanzia currently employs around 160 staff from all over Europe. We offer a pleasant and collaborative working atmosphere in a truly multicultural environment, and we are always looking for talented and enthusiastic people to join our team.

Looking for a new professional challenge in a fast-growing company?
Apply today and send your CV and motivational letter in English to jobs@advanzia.com!