

APPLICATION SUPPORT/SSIS ETL ANALYST

OUTLINE OF POSITION:

The Support Services team are responsible for supporting both internal and external clients both during the implementation and post implementation phases of the project lifecycle. Responsibilities will range from application support in regard to the clients portfolio of software products as well as the development of custom SSIS/ETL processes during the implementation of projects. Support Services team are responsible for ensuring the levels of service availability and integrity are achieved at all times in line with client agreed service level agreements.

DEFINE JOB ACTIVITIES:

- To respond to support incidents within the SLA.
- To investigate incidents and when possible identify the root cause and resolve or raise software issue tickets.
- To manage support incidents to ensure that incidents are closed as quickly as possible and generally within target SLAs.
- Ensure appropriate customer communications maintained throughout.
- Maintain an up to date knowledge of products supplied by our client, including latest developments to their products.
- To be prepared on rare occasions to visit customer sites.
- Work alongside Professional Services with the implementation and go live of a new customer.

SKILLS/ABILITIES REQUIRED:

- Systems/Application Support experience.
- Strong emphasis on delivery, with the ability to ensure that SLAs are delivered on time.
- A very high level of accuracy and attention to detail.
- SQL Server 2005/2008 basic management experience.
- T-SQL scripting.
- Experience of a Customer Services environment.
- Commitment to customer service.
- Good verbal and written communication.
- Incident management and process understanding.
- Knowledge of Microsoft Applications.
- Positive can-do attitude.
- A self-starter who is comfortable working either alone or as part of a team.
- SQL 2008 SSIS/ETL experience.
- SQL 2008 Reporting Services experience.
- MircoStrategy exposure.
- Any experience of or exposure to retail IT systems.
- Any experience of or familiarity with the Agile Project Management concepts.

LOCATION: Cincinnati, Ohio

The Company:

KSS Retail, a dunnhumby Company, is the premier global provider of price optimization and shopper insight solutions for the grocery, convenience, chain drug, general and online retail industries. Retailers use KSS Retail software and professional services to better understand their customer's needs, and to deliver more effective pricing, promotions and merchandising decisions. KSS Retail clients consistently achieve improved market share, sales and profit growth, and enhanced competitive positioning. Current clients include 7 Eleven, O'Reilly Auto Parts, BI-LO, Sonae, Raley's, United Supermarkets, dabs.com, ABC Fine Wine and Spirits, and many others. For more information, visit www.KSSRetail.com. Contact us: CareersUS@KSSRetail.com.