

Application Support Analyst

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Company: Kennards Hire

Location: Australia

Category: other-general

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Our mission is to be the best hire company in the world. We don't want to be the biggest, we want to be the best. By being the best, our people go home safely each day, we achieve excellence in customer service, and we innovate for sustainable growth.

About the role
As the Application Support Analyst, your role revolves around ensuring that our operational and back-office application suite runs smoothly and efficiently. You'll be the go-to person for technical assistance, helping troubleshoot problems and finding solutions to ensure everything runs seamlessly. This includes applications like Enterprise Resource Planning (ERP), Human Resources, Workforce Management, Payroll, AP Automation, and Customer Relationship Management (CRM).

Responsibilities
Provide second and third level technical support for applications, resolving issues and implementing solutions. Prioritise end-user needs with a customer-centric approach, delivering excellent service and support. Utilise analytical thinking to troubleshoot problems, analyze data, and make data-driven decisions. Proactively monitor application performance, identify potential issues, and prevent downtime. Respond quickly to critical incidents under time-sensitive conditions with strong problem-solving skills. Perform routine maintenance tasks following established change management processes. Adapt to new technologies and changing environments. Collaborate with IT teams to troubleshoot complex technical issues and implement

enhancements. Communicate effectively with stakeholders to gather requirements and ensure timely issue resolution. Document support processes and troubleshooting procedures for future reference. Conduct user training and documentation on application features and best practices. Manage multiple application platforms simultaneously with strong multitasking abilities.

About you The ideal candidate will possess a strong technical background, excellent problem-solving skills, and a customer focused mindset. 5+ years working in an application support role. Previous experience working with ERP applications (Rental ERP experience such as Baseplan desirable). Experience in application upgrade implementation projects. Exposure to DW technologies and frameworks, BI and analytics tools (Microsoft desirable). Exposure to mobile technologies, web service and API frameworks. Strong proven technical, analytical, and troubleshooting skills. Experience with JIRA suite of tools desirable. Experience in managing multiple environments (Production and Non-Production). Sound understanding of application testing methodologies, test case development and execution and associated technologies. Must have a passion for learning and technology.

Why Kennards Hire We are Australia and New Zealand's largest family-owned equipment hire company and our values are at the heart of everything we do; One Family, Fair Dinkum, Taking Hire Higher & Every Customer a Raving Fan. We offer great benefits and rewards such as; Profit Share bonus, Paid parental leave, Career progression and internal transfer opportunities - across state and international borders, Staff discount rates on our hire gear, Annual awards night, team BBQs and many other fun social events. Flexible work arrangements are available, including hybrid working.

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