# Systems Analyst

## Description

At ANCORE we strive to create an environment where our people come first. We call our employees members to reinforce that all who join our team are considered company owners and are empowered to share in the rewards and challenges that come from building a world-class business. As one of the largest independent information technology and business process services firms in the world, we realize our continued success depends on our ability to attract and retain top-quality professionals like you.

## Responsibilities

- Daily support of a large UNIX -based application, including administration, troubleshooting and maintenance of all aspects of the system.
- Working with Development team and vendor on implementing changes, fixes, and updates to the applications.
- Managing patching process, coordinating patching activities with sysadmins, users, and developers.
- Analyzing system performance and stability, making recommendations, and implementing solutions based on recommendations.
- Incident Resolution – Review and resolve the Incidents arising from Operation Command Center Alerts / Alerts from Enterprise Monitoring Operations (EM Operations) / OMNIBUS and Splunk Alerts.
- Change Implementation – Deploying the application related artifacts to the production environments in the slotted approved release window.
- Work Orders – Resolve Work orders in form of Business/functional queries, adhoc testing, verification, and validation etc., from regional product team and customer support teams.
- Traffic Routing – perform traffic routing in support of infrastructure maintenance.
- Perform Root Cause Analysis in detail for High severity Incidents – and act on fixing the underlying cause of the high severity issues.
- Supporting the UAT testing by the Product team and regional customer support team.
- Configuring application/artifacts and supporting the new customer onboarding the platform.
- Raise new change tickets and arrange for approvals, including CAB approvals.
- Review and approve change tickets.
- Creating Confluence pages for newly analyzed Work Orders / new type of Incidents with resolution steps.
- Work with Development / Testing team for defect analysis (with Production simulated data).
- Build automation scripts that reduce the number of Incidents and/or improves processes followed.
- Support customer to fill in the Post Incident Report (PIR) when any high impacting Incidents affecting customers occur.
- Participate / Initiate in War Room calls that impacts application availability or has a customer impact.

## Hiring organization
Ancore Inc

## Employment Type
Full-time

## Job Location
13873 Park Centre Rd, Suite#150N, 20171, Herndon, Virginia, USA

## Date posted
February 15, 2023

**Qualifications**

- Degree in information systems or computer science or any equivalent.
- Prior experience in application management, infrastructure management.
- Excellent communication with solid analytics and reporting skills.
- Required: Hands-on skills in scripting technologies including UNIX Shell, Perl.
- Proven experience in working with Windows/ Linux/Unix operating systems, open source/cloud technologies.
- Familiarity with ITIL practices

**Benefits**

We offer great benefits – Competitive Paid Time Off, Medical, Dental and Vision Insurance, 401(k).

We invest in our employees – Every employee is provided with a stipend to invest in certifications, a master's degree, or even a doctorate. We want you to grow as an expert and a leader and offer flexibility for you to take a course, a certification, or attend a conference. We are committed to supporting your curiosity and sustaining a culture that prioritizes commitment to continuous professional development.

We work hard, we play hard. Ancore is committed to injecting fun into every day. We dedicate funds for activities – virtual and in-person – e.g., we host happy hours, holiday events, fitness events, and annual celebrations. In alignment with our commitment to our communities, we host and attend charity galas/events. We believe in appreciating your commitment and building a positive workspace for you to be creative, innovative, and happy.

Ancore Inc is an Affirmative Action/Equal Opportunity employer. As such, any personnel decisions (hire, promotion, job status, etc.) on applicants and/or employees are based on merit, qualifications, competence and business needs, not on race, color, citizenship status, national origin, ancestry, gender, sexual orientation, gender identity, age, religion, creed, physical or mental disability, pregnancy, childbirth or related medical condition, genetic information of the employee or family member of the employee, marital status, veteran status, political affiliation, or any other factor protected by federal, state or local law.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.