GDS Modellica is a global provider of customer-centric risk management and process automation technology that delivers customized solutions designed to meet the evolving risk management needs of companies in a broad spectrum of industries, including banking, credit cards, telecommunications, utilities and insurance.

Jr. Application Analyst / Help desk

Job Description:

GDS Modellica is a fast growing international software and consultancy company with first class customers predominately in Spain and Europe. Our mission-critical software products are installed at various credit institutions and once the implementation cycle has finished our customers are assisted through our Help desk.

For the position of Jr. Application Analyst (entry level) we are looking for a responsible and customer orientated person with a positive attitude to join our Application Support Help Desk team. The main duty will consist of providing client support at a "first level" classifying and troubleshooting bugs and issues. The person we are looking for will make part of our European Support Group and will report to the Technical Support Manager.

Requirements:

In order to carry out the role successfully the following skills and experience are a must:

- **Advanced knowledge of English (written and spoken) is a must in order to be considered for the position.** Knowledge of additional languages is a plus as well as documented experience abroad (outside Spain)
- BS or MS in a Science related field
- Service attitude and initiative to investigate technical issues
- Strong sense of responsibility and commitment to go above and beyond to meet deliverables
- Good knowledge of Office (Excel, Word, PowerPoint)

Additional skills and experience ("nice to have"):

- Basic knowledge of SOAP, XML and WebServices
- Programming languages (such as LUA)
- Experience in writing SQL queries and tuning the queries for optimization
- Experience with Application Servers
- Command of Linux and Windows at administrator level