

ARAINN CONSULTING INC.

JD Edwards CNC Support Analyst – Calgary

The JD Edwards Configurable Network Computing (CNC) Support Analyst is responsible for providing day to day support to Application Programmers, Business Analysts and end-users; trouble shooting issues with the application and its interfaces. The CNC Support Analyst will provide moderate to in-depth knowledge of how the JDE application works, as well as a solid understanding of how each of the functional areas integrates and impacts one another. In addition, the CNC Support Analyst will have the opportunity to become involved in projects at the task level. Provide day to day application support and troubleshooting expertise in the following areas:

JDE CNC • Environment support • HTML Environment support • Refreshes and special instructions • Builds and updates • Appworx support • Provide a CNC technical point of contact, change management coordinator and on-call support • OMW support • Security queue management • Make updates to the Ops manual • Technical Application Support • Printing support (in and out of the application)

• Performance report and Capacity report input • Assistance with queue administration, triage, meeting attendance • Documentation maintenance • Field after hour support calls, On Call Support • Perform operational tasks that are outside normal working hours • Project Work • Complete project tasks as assigned

• The successful incumbent will be expected to: • Maintain a positive, enthusiastic and professional attitude as a member of the unit team. • Understand how their work contributes to adding value for our client and supports our mission, vision, and guiding principles.

• Exhibit and produce work reflecting a moderate proficiency level of the programming languages and tools used in their area. • Work effectively as part of a team and seek to support the team's goals above individual goals. • Bring a high level of quality and attention to detail to their position. • Provide suggestions to better accomplish assigned tasks. • Perform administrative tasks including time, progress and performance reporting accurately and in a timely manner consistent with client and unit guidelines.

Qualifications Required: 4 year degree

Preferred: Technical degree, Information System degree, or Computer Science degree

3 + years experience in the following areas: Business Functions: • Experience performing complex installations, configurations and/or upgrades of Oracle/JD Edwards EnterpriseOne: ASU & ESU Installation, • Service Pack installation and updates, system upgrades, package builds and deployments

Technical Skills and Applications: • JD Edwards EnterpriseOne CNC Architecture • EnterpriseOne change management, security configuration and administration • Windows 2000/2003, AIX, and Solaris. • Database administration in SQLServer and Oracle • Installing and administering Websphere and JAS •

Appworx experience would be beneficial

Other Skills: • Quality minded • Customer service • Ability to handle multiple tasks • Analytical problem solver • Thoroughness - attention to detail • Issue escalation • Knowledge of energy industry • Oral and written communication • Proactive, problem-solving • Process focused

Submit your resume to mail@arainnrecruiting.com

Attract the Best