

Senior Technical Support Lead (AWS)



Key purpose of the role

As a Senior Technical Support Lead with expertise in AWS, you will be leading the application support team ensuring effective operation, maintenance and support of our cloud-based applications (CHESS) for ASX customers.

Team	Number of reports
Securities and Payments Technology	Direct – 0 Indirect – 0
Manager	Location
Manager, CHESS Replacement	Bridge Street, Sydney With a hybrid office and work-from-home model
Relationships	Special requirements
<ul style="list-style-type: none">Internal stakeholders – Architecture, Engineering, DevOps, Business Ops, Infrastructure / HostingExternal Stakeholders - Vendors	The role may also include providing 24x7 on-call support, shift work and weekend/after-hour installations and upgrades.



Your team

You will be part of the CHESS Replacement Application Support team, which is part of the Securities and Payments business unit, and responsible for providing Level-2 technical support, coordinating support activities, documentation, building, testing and planning for the CHESS upgrade project.



Your responsibilities

- Lead and mentor a team of application support analysts providing technical assistance, guidance and support in their daily tasks ensuring team adheres to established processes and SLA's.
- Provision of 2nd level support for CHESS to internal and external customers for Production and Business Continuity environments, higher testing environments (SIT and E2E) and supporting the Non-Functional Testing & Industry wide testing.
- AWS Management – Utilize AWS services (EC2, S3, RDS, Lambda etc) to manage application. Monitor and optimize cloud resources to ensure cost-effectiveness and scalability. Implement best security practices to protect data and applications in the cloud.
- Overseeing logging, tracking and resolution of application-related incidents and service requests, perform root cause analysis, coordinate with other IT teams to manage & resolve issues and implement permanent resolution.
- Documentation of the CHESS technology solution "run" processes in alignment with industry best practise and ITIL/COBIT frameworks, right sized to meet Business Service Level Objectives (SLOs) and CHESS technology key risk indicators (KRIs) aligned to enterprise frameworks, policies & standards
- Monitor application performance and availability, plan/execute maintenance activities like patches, upgrades, configuration change, maintain support documentation like FAQ's, Knowledge Base articles, troubleshooting procedures
- Collaborate effectively with multiple stakeholders in technology/Business and take lead/participate in different initiatives at team, project and organisation level.
- Create and maintain system monitors and alerts using enterprise monitoring/alerting capabilities and automation scripting.
- Work closely with the networking and security teams to ensure the security and compliance of the applications and ensure all support activities comply with policies, standards and regulatory requirement
- Conform to ASX Change Management procedures when implementing software releases.



Your experience and qualifications

Must have

- 10+ years of application support experience with Degree in Computer science /IT with experience in mission critical applications support and cloud based applications.
- Proficiency in AWS services and Linux administration

ASX values

We put the market first

We stand up for what's right

We achieve more together

We drive positive change

- Strong knowledge of ITIL and COBIT frameworks including IT Service Management platforms, such as ServiceNOW and tools like JIRA, confluence
- Exposure to Agile practices/tools like daily scrums, JIRA/Confluence and Workflows
- Working knowledge in containerisation, Kubernetes and CI/CD deployment tools like GITLAB
- Experience in Non-Functional testing and BCP/Disaster recovery planning
- Hands on experience with AWS- Cloudwatch, Monitoring Tools, CI/CD Pipelines
- Understanding of risk management best practices
- Working with vendors, consultants both on and offshore
- Excellent knowledge of Linux OS (Bash, Cron), Perl or Python scripting

Nice to have

- Equity market experience like understanding of trade lifecycle, clearing & settlement.
- Exposure to FIX/ ISO standards, practices and procedures of the financial industry.
- Exposure to Kafka, any Query Language for API, scheduling tools.
- Technical experience in distributed transactions, high availability, performance-critical systems.
- Expertise and understanding of TCP/IP networks to diagnose connectivity issues.
- Certifications in Cloud Technology and Kubernetes.

What you need to enjoy and be good at this role:

- Methodical troubleshooting and problem solving skills such as root-cause analysis, post-issue follow-up, documentation and knowledge transfer
- Systematic approach to work tasks to create reliable, reproducible, quality-driven results
- Ability to prioritize and manage multiple tasks in a fast-paced environment
- Active participation in a team focussed on providing excellent customer service
- Strong communication and collaboration skills, with the ability to work effectively in a team environment
- Ability to think proactively, logically and analytically under pressure
- Adapt to changing system and environment requirements

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