



Experian is a FTSE 100 company and a global leader providing information solutions in consulting, data analysis, credit scoring, related decision support software and various marketing solutions. Employing over 15,000 people in approximately 40 countries, Experian's vision is for its people, data and technology to become a necessary part of every major consumer economy around the world.

Line of Business Experian Asia Pacific
Department: Credit Services
Position Title: Software Technical Support
Work Location: Sydney

To assist with the growth of new Credit Services business, we are looking for an individual to monitor, research, analyse and resolve technical issues raised by external and internal clients. You will work closely with the delivery team to successfully document and maintain support process documentation.

The successful candidate will have the following attributes:

- Experience supporting clients using Extract, Translation and Load (ETL) tools
- Experience working with DB2 partitioned databases
- Familiarity with the concepts of Data Warehouse and OLAP
- Advanced oral and written communication skills with an ability to communicate to a diverse range of customers
- Demonstrated ability to learn and understand complex business rules
- An understanding of Java related technologies: J2EE, Hibernate, DROOLS, JBPM and developing commercial applications (software pack) and working in an agile environment is advantageous
- Demonstrate strong relationship building skills.
- Exceptional organisational, prioritising and time management skills.
- Strong problem solving and analytical skills.

The responsibilities of this role entail:

- Assisting clients with the Experian's bureau platform and global value-added products
- Supporting our client and consumer helpdesk to solve basic technical problems
- Investigating technical issues by researching the problem and seeking solutions related to these more complex issues
- Overseeing the current work order and working with helpdesk to ensure all service level agreements are been met
- Troubleshooting and restarting data preparation, data loading and updating jobs that have failed
- Escalating issues on a timely basis to our support team in the US or locally command centre
- Successfully working with internal departments and external clients in a variety of functional areas to coordinate issue resolution.
- Occasionally requiring you to assist clients with onsite support, software repair, diagnostic testing, for the sole purpose of troubleshooting and finding a solution to their problem
- Designing documents and other high-level design related deliverables
- Performing user acceptance testing for new releases of the software
- Monitoring and refining the processes, procedures and systems to optimize the effectiveness and integrity of the software, as well as recommending improvements
- Providing requirements for the development of custom production programs to continually meet client needs.

We offer successful applicants an attractive remuneration package (inc corporate benefits). Interested parties should send a full resume to careers@au.experian.com and quote the vacancy job title above.

All information provided by the applicant will be treated in strict confidence and used for recruitment purposes only.

At Experian, we respect, value and welcome diversity in potential candidates and our people. We have a diverse workforce where talent thrives and where we continually seek to open up more career and development opportunities for all of our people.