



Applications Systems Analyst-Programmer

Rockpoint Gas Storage is the largest independent owner and operator of natural gas storage in North America, with strategically located assets in key natural gas producing and consuming regions. Rockpoint Gas Storage owns and operates multiple facilities, including the AECO Hub^(TM) and Warwick in Alberta; Wild Goose and Lodi in California; Salt Plains in Oklahoma and 49% of Tres Palacios in Texas. In total, Rockpoint Gas Storage owns or contracts approximately 300 Bcf of gas storage capacity.

The purpose of this document is to outline the basic role and responsibilities of a IT Applications Analyst for Rockpoint Gas Storage and the associated reporting structure. It is not the intent of this document to specify all actual duties associated with the position, but to give a general understanding of the expectations and capabilities the position carries.

This position is located in Calgary, and will report directly to the Director, IT.

OVERVIEW

To support the IT business needs of the largest independent gas storage provider in North America. The successful candidate will be joining a diverse and talented team of IT professionals that take pride in their work. We're looking for a self-motivated professional who enjoys technical challenges and ongoing learning. You must possess at least 7 years of work experience and knowledge over a broad range of technologies.

TYPICAL DUTIES & RESPONSIBILITIES:

- Work with stakeholders and vendors to analyze, gather requirements, design, and administer the further development of SharePoint, and Knowledge Management portals
- Obtain knowledge of and develop documentation for: end-user standard operating procedures, support, and business system flows for multiple systems
- Provide application training as assigned by management
- Assist users with CRM database queries, document management operations, and SharePoint site operations
- Ensure application changes follow incident management procedures and protocols
- Report customer feedback and participate in new features design
- Identify improvements to applications & processes to better meet user needs and facilitate required learning for impacted individuals and departments.
- Support of SQL queries and or application support
- Application migration(s) Documentation and support



TECHNOLOGIES USED:

- Microsoft Technologies
 - Windows 2008R2 and Windows 2012 Server
 - Office 365 for Mail, SharePoint and Office
 - Microsoft Intune & WSUS
 - IIS Webservers
 - SQL Server (SSRS, SSAS and Database)
- Oracle Database on Windows with Internal Custom Applications
- .API integrations
- Knowledge of networking principles
- OTRS Ticketing and PRTG monitoring System(s)
- Powerbuilder
- Brio SQR
- Visual Studio C#
- .Net
- Python
- Power shell and VB script

QUALIFICATIONS:

- 7+ years responsibility for application development and support
- 7+ years of work experience in second level IT Support
- Proficient with .NET, Visual Basics, C#, C++, Python, & Powerbuilder
- Knowledge of OWASP best practice
- Experience supporting custom applications
- Experience administering backup(s)
- SQL and Microsoft Dynamics experience
- ITIL certification preferred
- Superior problem analysis and problem-solving skills
- Proven interpersonal aptitude and multi-tasking ability
- Able to hold on-call responsibilities
- Self-motivated and a team player

PERSONAL ATTRIBUTES:

- Engaged team player who takes pride in client satisfaction.
- Professional and approachable, technically proficient and an independent thinker/problem solver.
- Excellent written and spoken communication skills for explaining technical support issues and solutions clearly and appropriately to a diverse audience both in the office and at remote plant locations.
- High attention to detail, organized and thorough, with a desire for continuous improvement.



To apply for this role please send your cover letter and resume to careers@rockpointgs.com

For more information about our company, please visit our website at www.rockpointgs.com.

Rockpoint Gas Storage is an equal opportunity employer and strongly supports diversity in the workplace; all candidates who are authorized to work in the country in which the job opportunity is located are welcome to apply. We thank all applicants for their interest in Rockpoint Gas Storage; however only those candidates selected for an interview will be contacted.