About the Job
Loopback Analytics is seeking for an Application Support Analyst that will report to the Production Lead of Data Integration Team. This position will be primarily responsible for ensuring all aspects of Loopback's system and applications are performing as designed, investigating critical system issues, and escalating as needed to other departments. Strong collaboration skills will be required to work closely with other teams to ensure services and systems are highly available, reliable, and meeting the expectations of our solutions team and end users. The ideal candidate will possess excellent problem-solving skills, a strong technical aptitude, and have good organizational skills with the desire to learn and work in a fast-paced environment.

Duties to Include
- Provide level 2 support for the platform and applications, escalate issues according to guidelines, and track to resolution
- Ensure all aspects of Loopback's system and applications are performing as designed
- Support daily data integration processes, to include multiple real time data feeds, for business continuity
- Identify gaps in systems and processes that would cause incorrect data and performance issues
- Document and analyze the most common system/user issues for future reference
- Assist with development and analysis of improvements to current procedures
- Provide weekly communications to executive team, other departments, and internal business partners on system performance and current open items (this includes reporting data feed status, server/system issues, and operational reports)
- Participate in on-call rotations and respond to system alerts
- Troubleshoot and provide quick response/reporting of production issues

Requirements
Personal Characteristics:
- Comfortable interacting with both technical and non-technical people
- Strong independent worker/self-starter
- Strong problem solving and diagnostic skills
- Ability to work with aggressive schedules and deadlines
- Excellent program/task management skills
- Detail oriented
- Ability to be flexible and quickly adapt to a changing and fast-growing environment
- Excellent written and oral communication skills

Required Experience:
- Microsoft SQL Server 2008/2012/2016, Azure SQL
- Microsoft Visual Studio 2010/2013, C3, ASP.Net, XML, Web Services
- Microsoft Windows services, LAN/WAN networking, Microsoft windows operating systems
- Microsoft Integration and Reporting services
- Microsoft PowerBI

Preferred Experience:
- Minimum of three years of application support, preferably in healthcare applications
- PySpark Experience
- Python Experience
- Java Experience
- Scala Experience
- Experience with Azure Databricks and other Azure services

Job Snapshot

Employment Type	Full-Time
Job Type	Application Support Analyst
Experience	3-5 Years
Relocation	Must be in DFW Area
Required Travel	None

Contact

Rated as one of the best places to work in Dallas by the DBJ, Loopback Analytics is a leading provider of data-driven solutions for hospitals and health systems. The company's comprehensive analytics platform drives growth for specialty and ambulatory pharmacy programs while connecting pharmacy activities with clinical and economic outcomes. Loopback's clients include leading academic medical centers and health systems.

For more information about our company and services please visit our website at www.loopbackanalytics.com.

This employer will not sponsor applicants for employment visa status (e.g., H1-B) for this position. All applicants must be currently authorized to work in the United States on a full-time basis.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, or national origin. For immediate full-time consideration, please forward your resume to careers@loopbackanalytics.com.