

Application Support Consultant Jobs in Dubai | Dautom

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Company: Dautom

Location: , Dubai, United Arab Emirates

Category: other-general

Description:

Qualification: Bachelor's Degree in Computer Systems Engineering or Equivalent, Master's Degree will be a Plus.

Strong background and experience in Yardi Systems

Manage user and group security access of all Yardi modules.

Facilitate the onboarding and setup of new properties.

Works closely with team leads to understand reporting requirements and assist in developing custom reporting.

Act as an escalation point for communicating to Yardi's support team to ensure questions are addressed or tickets submitted to Yardi support vendor.

Providing support to management and end users on a variety of technical and business process issues.

Analysing, understanding and supporting all property management software (Yardi) processes (inclusive of Tier 2 Yardi tickets)

Assists with system upgrades, implementations, integrations, releases and maintenance

Tracking end user issues through email and support tickets.

Support is not limited to property management software applications; it encompasses all areas of related operational matters.

Project management experience

BI visualization tools (such as Power BI, QlikSense, Tableau) an asset

Proficient with SQL Server and other database technologies

Knowledge of .NET

Experience with SharePoint

Excellent problem solving and analytical skills

Creation and modification of financial reports and dashboards

Experience with Windows and Linux OS servers.

works well in a team-oriented, collaborative environments

Make sure that all applications currently administered are in perfect running conditions with minimum downtime.

Make sure that service request to the applications administered have been attended and/or fixed within the SLA periods as per IT policy.

Make sure that user access requirements have been provided within SLA periods as per policy.

Must enforce and implement security policy of the applications administered.

Must notify users in advance in case of any downtime or maintenance activities.

Must ensure that consultants/programmers/developers get the required application access rights or system software and/or server configuration access rights.

Manage application licenses and expirations renewal.

Must provide adequate information to business for the application requirements and capabilities.

Coordination with the vendor of any issues and requirements for the applications administered.

Must implement and confirm to IT Security policies.

Must be ready to learn and execute other tasks required by the department.

Manage Accounts Payables to enable smooth functioning of EFT and other payments.

Work out Accounts receivable to apply the charges and the invoice.

Budgeting and Forecasting and budget uploads for the following year and to help in posting the expense.

Lease Administration to be able to enter the details of the lease and issue the contracts from the system.

Legal Team to be able to update legal status and flags in the system. Support in their workflows.

Check if PO's are correctly interfaced from oracle to Yardi.

Maintain Reports and correct them if any issue in the Output.

Resolve issues related to tenant Portal at the time of invitation, sending and logging in for the

tenant.

Review and Maintain work Order workflows and any changes requested for the same.

Maintain Lease and Invoice Workflows and develop and new requirements for the workflows .

All issues and troubles have been neutralized and fixed within SLA's and/or ASAP.

Ensure to keep Yardi up and running 24/7, supporting business end users, management of Yardi portal to report bugs and receive fixes.

#J-18808-Ljbffr

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