

**CAREER OPPORTUNITIES****LEVEL 2 SUPPORT ANALYST**

**Job Function:** Client Support, Level 2, Developer, Senior Software Engineer

**Job Industry:** CTRM, ETRM, Crude & Refined

**Location:** Houston, TX USA

Amphora is the premier software solution provider for energy transactions and risk management, constantly launching new products to meet the needs of our customers and allow them to adjust to dynamic market demands. Amphora is seeking a Level 2 Support Analyst to assist with implementation of software solutions to our growing client base.

**Responsibilities:**

As a Level 2 Support Analyst, you will be responsible for ensuring that our clients are able to successfully operate business using Amphora software products. As a Level 2 Support Analyst for Amphora, you will assist with:

- troubleshooting moderate to highly complex issues/problems for energy trading software
- escalate problems appropriately
- document and review solutions to common problems
- respond to frequently asked questions
- utilize Citrix, Java, .Net, ASP and SQL Server for programming, developing and supporting software applications
- conduct testing using company-specific manual or automated testing processes
- provide level-2 production support and support the ICTS proprietary software product
- provide client support via telephone and email
- plan and prioritize workload to meet deadlines
- plan and track status on several projects concurrently
- obtain calculations and work on clients' production issues
- assist in the continued design and development of ICTS Symphony
- build processes to ensure prompt delivery and deployment
- work with clients to keep the production environment live
- engage in bug fixes for quick production turnaround
- gather knowledge to help set up a production support team at India facility
- adjust to constant business change

**CAREER OPPORTUNITIES****Experience:**

5 to 8 years of experience, experience provide L2 Support for a major CTRM software.  
Qualifications: U.S. Bachelor's Degree or foreign degree equivalent in Computer Science, Computer Information Systems, Electrical Engineering or Math and two years of experience in the job offered or two years of experience in the IT field developing or supporting software applications.

**Special Requirements:**

Experience with energy trading software and programming with Citrix, Java, .Net, ASP and SQL Server.

**Employment Location:**

Amphora  
10370 Richmond Ave., Suite 525  
Houston, TX 77042  
United States of America

Extensive travel to Amphora existing Houston client office will be required. It is likely that the employment location will be at client office at time.

**Any applicant who is in this position may apply by emailing resume and cover letter to:**

Mrs. Jennifer L. Cervantes  
Amphora  
10370 Richmond Ave. Suite 525  
Houston, TX 77042  
USA

or by emailing cover letter and resume to: [hr@amphora.net](mailto:hr@amphora.net)

**No sponsorship available for this position.**