

# JOB DESCRIPTION

ROLE: APPLICATION SUPPORT ENGINEER

LOCATION: LONDON (HYBRID)

SALARY: £35,000 - £40,000



## ABOUT US\_

At Talon, we provide our clients with world class service, technology, and collaboration to create exceptional OOH campaigns that deliver measurable results.

In our first 10 years, our desire to offer intelligent, creative, technology-led OOH solutions and a full-service OOH offering saw us grow into a team of over 230 people located in key cities across the globe.

We're passionate about OOH and are on a mission to drive the growth of this sector within the media industry – changing perceptions of it as a legacy medium to one that is highly effective, creative, sustainable, and measurable for our clients.

## OUR VALUES AND HOW WE WORK TOGETHER\_

WE ARE BOLD_	WE ARE HUMAN_	WE ARE SMART_
<p>As industry provocateurs and pioneers, we respectfully challenge the status quo, take pride in our people, big ideas and partnerships</p> <ul style="list-style-type: none"><li>• We embrace change</li><li>• We challenge respectfully</li><li>• We lead the way</li></ul>	<p>We are a diverse collective of changemakers who value respect, fairness, and integrity and expect the same in return</p> <ul style="list-style-type: none"><li>• We value collaboration and togetherness</li><li>• We are empathetic</li><li>• We embrace individuality</li></ul>	<p>Our trailblazing spirit and learning centric culture ensures our knowledge provides maximum value to each other and our clients</p> <ul style="list-style-type: none"><li>• We grow and learn</li><li>• We are trusted</li><li>• We are mission possible</li></ul>

## THE ROLE\_

As an Application Support Engineer, you'll be required to provide technical and functional support to an evolving application stack at Talon Outdoor. In this role you'll work closely with Business and technical teams to identify the areas for improvement and driving out inefficiency in the process.

## RESPONSIBILITIES AND RELATIONSHIPS\_

- Provide 1st/2nd line application support to local and overseas users on the core business systems.
- Act as bridge between business developers to collect requirement build solutions for the business problems.
- Actively involved in design, build and maintenance of applications hosted on premise and Cloud.
- Develop and maintain automation for the operation of new and existing applications.
- Follow and create documented processes and procedures for carrying out application support.
- Liaise with onsite/offshore teams to remove impediments and diagnose/prevent incidents.
- Pro-actively monitoring and troubleshooting the applications and ensuring any necessary action is taken to maintain a good service.
- keen desire to learn & continuously develop your technical skills.
- Be part of the global company (UK, US etc.).
- Champion sustainability and advocate the value of positive social and environmental impact within your team.
- Participate in projects and initiatives which drive Talon's commitment to positive social and environmental causes. E.g., charity partnerships, volunteering, carbon offsetting etc.

Talon is an equal opportunities employer. We celebrate diversity and are committed to creating an inclusive environment where all individuals can thrive. We seek to employ and develop a workforce representative of the markets that we serve and brands that we represent.

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- Role model the Talon values and behaviours to help ensure the best possible culture and tone is set throughout Talon.

### WORKING HABITS AND CORE SKILLS\_

- Self-motivated, able to work independently and within a team providing direction and supporting others
- Presents themselves with authority and is able to instil confidence
- Innovative thinking and problem solving
- Proactive with customer's and supplier's business; ensures a high standard of output
- Conscientiousness, a desire to deliver best work
- Willingness to share knowledge and further personal development

### YOUR EXPERIENCE AND QUALIFICATIONS\_

- Proven experience in Application support role or similar technical role.
- Experience working in Agile and DevOps environments.
- Experience and ability to deep dive into DevOps toolkit in production with AWS, Terraform, Docker.
- Good experience of continuous integration/delivery, code management, code workflow and performance scanning tools.
- Good knowledge of Linux & Windows platform management.
- Excellent verbal and written communication skills required.
- Familiarity with at least one scripting or object-oriented programming language
- Experience with SQL scripting and database servers like SQL Server and MongoDB.
- Familiarity with security practices in internet-based application delivery.
- Experience with configuration management, automation, and orchestration tools.
- Experience working in Media domain desirable.
- Good understand of APIs and microservices is desirable.
- Experience working with Java and MongoDB technologies is desirable.

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### BENEFITS INCLUDE

Pension	Enhanced maternity/paternity/shared parental pay
Life Assurance	25 days annual leave, increasing every year by 1 day up to a maximum of 30 days
Permanent Health Insurance	Birthday Leave
Private Medical and Dental cover	Voluntary/Charity leave
Access to private GP appointments	Feel Good Allowance
Smarter Working (hybrid working, flexible working hours, work from anywhere for 2 weeks of the year and an early Friday finish!)	Summer Fridays
Eye Care Vouchers	Monthly Massages
Season Ticket Loan	Cycle to Work Scheme
Home set up allowance	Training allowance

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