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## US Application Support Engineer (L3)

**Reports to:** US Support Manager  
**Department:** Support and Services  
**Location:** Duluth, GA  
**Role:** Full Time  
**Salary:** Competitive – based on experience  
**Contact:** [ahansen@omnicogroup.com](mailto:ahansen@omnicogroup.com)

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## About Omnico

**Omnico is a global software platform provider of multi-channel commerce solutions to leading brands in the theme park, hospitality, casino, retail and catering sectors.**

Our mission is to enable global brands to drive increased revenue and improve the loyalty of their customers and visitors through a single multi-channel platform.

Omnico's platform is used by leading theme parks, casinos, hospitality, catering and retail brands worldwide. At its heart the platform is a transaction service that allows consumers to purchase across multiple mobile and digital channels, including tablet, point-of-sale (POS) and Kiosks. Complimenting this is Omnico's engagement engine that drives consumer loyalty via targeted and personalised promotions. All of Omnico's mobile and digital products, as well as third party apps, can be integrated into the platform, providing brands a joined-up user experience allowing brands to glue together the multitude of systems and consumer facing channels they use.

Our customers include Dubai Parks & Resorts, Merlin Entertainments, Six Flags, Hampshire County Council, Lucky Eagle Casino and Hotel, Coop Denmark and Sodexo.

Omnico is head-quartered in Basingstoke, Hampshire in the UK, with further offices in Sunbury, London, Eastleigh, West Malling and in the US in Orlando, Atlanta and Raleigh.

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## Purpose of Role

To provide incident and problem management support within a larger global support desk. Support will be to our external customer client base through the various stages of software deployment (UAT→HYPERCARE→PRODUCTION). The core business hours of the L3 support team is Mon – Fri 8:30AM to 5:30PM and provide support cover via an on-call rotation. Outside of normal business hours Omnico provide customer support 24/7/365 days a year.

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## Duties & Responsibilities

### Customer Support

- Provides support to customers via customer portal, phone, email, dial-in, and on-site methods as required by customer contracts and statements of work.
- Review and Categorize new tickets before moving them into the support queue.
- Recreate customer reported incidents and problems in a timely fashion on in-house labs, meeting contracted timelines and company standards.

- Report defects to DEV and/or QA resources as needed using provided defect management tools.
- Act as liaison between Omnico resources and customer to facilitate exchange of information regarding open incidents and problems.
- Reports and provides fixes to customer executive (Client Services) team.
- Support the customer's testing and application of provided software fixes and/or configuration changes.
- Provide guidance and instructions to level 2 support to help diagnose and resolve incidents within SLA.
- Follow existing knowledge articles in order to work around an incident, or action a service request.
- Perform regular trend analysis to existing problems and incidents.
- Ensure all tickets are investigated until a work around can be provided or a long-term fix is implemented.
- Provide root cause analysis on all escalated incidents and problem tickets.
- A logical and methodical approach to fault finding.

### **Communication**

- Candidate must have a clear and confident telephone manner
- Recommend product improvements and corrections to company resources.
- Communicate issue status to customer management as well as to product development engineers.
- Use ITSM tracking system to enter and monitor defects found in a clear, comprehensible manner.
- Write new knowledge articles to enable internal and external customer teams to self-serve.
- Write scripts and use Omnico tools to improve proactive monitoring and automation.
- Work with internal and external resolver groups, to provide workarounds and long-term fixes.
- To own and manage communications for a major incident (Severity 1 issue) as per the Major Incident management process.
- Be part of an on-call rotation in order to provide extended 24/7/365 support for Omnico customers.
- When needed provide onsite support for new customer deployments.
- Write service reports and present at monthly service reviews with key customers.

### **Technical Understanding**

- Understand how software and hardware components relate to each other to better stage and configure lab systems when new features are added, and existing features are extended.
- Possess a thorough understanding of our product and service offerings, technical preferences, and technical direction.
- Understand of office tools (word processors, spreadsheets, etc.), scripting languages, relational databases, and SQL and uses them effectively to configure, support, and report the status of lab systems and software issues.
- A hands-on individual who shows a willingness and ability to learn new skills quickly, working well under pressure.

### **Leadership and Teamwork**

- An advocate for quality in all aspects of product development and customer support.
- Strong team player who works with others on the team on best practices and process improvements.
- Works within a team to ensure project and customer objectives are met within contracted timelines.  
Works across the company to share lessons learned and best practices.

### **Flexibility/Availability**

- Recognizes that the demands on a software development shop are often fluid and unpredictable and thus can adapt to changing priorities and requirements.
- Capable of working on a varied set of products and software platforms and quickly picking up and understanding the business and technical requirements.
- Capable of multitasking and keeping multiple projects moving forward at the same time

### **Internal Operations**

- Recognizes areas for internal improvement and assists in the development of plans for implementation.  
Lends expertise to internal teams and task forces. Complies with and enforces standard policies and procedures.

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## **Experience**

### **Required:**

Right to work in the US  
General Microsoft Product knowledge  
Understanding and experience of PC architecture and troubleshooting  
Strong problem solving abilities  
Strong attention to detail and willingness to learn new technologies  
Ability to communicate well and work within a team environment

### **Preferred:**

Point of Sale experience  
The candidate should have a minimum of 2 years support experience.  
Any previous involvement with the Retail/Hospitality/Entertainment industries would be beneficial.  
Should have worked either in a support team either in-house or for a software vendor.  
Knowledge of SQL and relational databases  
General understanding of networks and Windows Server based architecture

### **Desired:**

Knowledge of batch scripting and PowerShell  
ITIL background and knowledge  
MSFT or industry relevant certifications