



Application Support  
Analyst (L2 / L3)  
@ **One**point

(CMB\_JD2022-11\_LK.005)

## Become part of Team Onepoint

Onepoint does more than solve complex digital challenges. It is a place for you to explore your potential, elevate yourself, and transform your career. An opportunity to belong to a diverse international team knit together by a culture built on respect and integrity. A team with deep technical and business expertise, emboldened by a supportive, nurturing environment. An environment that celebrates the diversity of thinking, innovative mindsets, knowledge sharing, personal growth, and career progression. Add in the company's forward-thinking management and a commitment to offering a healthy life-work balance, and you start to get an insight into the magic sauce that makes Onepoint a uniquely special place to work.

A boutique, values-driven, business-oriented technology consultancy, Onepoint's teams architect, prototype, build, and manage enterprise-grade solutions for global clients to help them realise their strategic digital priorities.



[Find out more about Careers @ Onepoint](#)

## About the role

As an Application Support Analyst (Level 2/Level 3), you will provide support for a data lake solution, made up of core data engineering and warehousing processes, reporting, and peripheral applications (like UI). You will support enterprise integrations built across multiple systems for Master Data Management (MDM) or other purposes. The data lake and integrations are architected around state-of-the-art technologies like Snowflake, Azure services (such as ADF, LogicApp, Functions), Power BI Pro (analytics and reporting), and Boomi (for system integrations). You like logic and solving puzzles. Working together with highly skilled technical experts, you will be a driving force in building / maintaining world-class solutions for our clients across the globe.

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Contract type	Permanent, typically working UK / US hours. Hours may vary depending on client requirements. Your local working hours in Sri Lanka will adjust based on seasons (to match UK day light savings time).
Location	Colombo, Sri Lanka
Experience	2+ years

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## What will you work on

- Provide 2nd and 3rd line support to the IT team and business end users.
- Perform day-to-day activities including maintenance, monitoring, alerting, and system health checks to ensure continued operational status of the applications for the business.
- Perform in-depth ticket analysis, investigation (including RCA), and resolution of tickets (issues) raised for the data lake and other applications.
- Escalate tickets to the relevant teams, actively track resolution ensuring all stakeholders are kept informed and assigned tickets are resolved in a timely manner.
- Maintain, troubleshoot, and debug existing applications. Also implement enhancements, as needed.
- Deploy new releases and patches.
- Document processes and procedures and build a good knowledge base.
- Ensure data compliance.
- Automate processes wherever possible.
- Maintain strong links with 3rd party software providers to manage quick resolutions.
- Manage periodic reporting on progress to management and the client.

## Who will you work with

You will be reporting to an Operations Manager. You will typically work with a Service Delivery Manager, Technical Lead, and other talented Onepoint colleagues.

## What skills you will bring to the team

- A recognised qualification in Computer Science (e.g. a Bachelor's Degree) or equivalent experience (e.g. 2+ years in a similar work role).
- 2-3 years experience in Cloud-based application support, ideally in a managed service environment.
- Experience in supporting core business applications on Azure (Logic apps, Data Factory, Functions) and Snowflake or equivalent cloud data warehouse.
- Experience with REST APIs, SQL, JSON, XML.
- Experience with Business Intelligence (BI) and analytical reporting using PowerBI.
- Knowledge in programming languages like Python, Java.
- Knowledge about integration platforms or low code platforms.
- Familiarity with ITIL.
- Knowledge in AI, ML preferred.

## What strengths you will bring to the team

- Excellent written and verbal communication skills in English.
- Excellent interpersonal skills to collaborate with various stakeholders.
- A learning enthusiast who would quickly pick up new programming languages, technologies, and frameworks.
- A proactive Self-Starter with excellent time management skills.
- Problem-solving and analytical skills across technical, product, and business questions.

## We want to know more about you

So, you know a bit about us now. To get us started, we would love to get a little glimpse into what you are about. Send us your CV and short answers to the four questions below to [careers-lanka@onepointltd.com](mailto:careers-lanka@onepointltd.com).

1. What virtue do you value the most at work and why?
2. How do you keep up-to-date with technology that is constantly changing?
3. How soon will you be available to join if appointed?
4. What is your current and expected salary?

## A bit about benefits

We continually empower our employees to take charge of their career and personal wellbeing. Besides the life-work balance, self-development, and participative decision-making, you also tap into an industry-leading compensation package, including **your Rupee (LKR) salary pegged to Pounds Sterling (GBP)** to adjust for local currency fluctuations and **an array of thoughtful perks**. Find out more here: [Careers @ Onepoint](#).



# About Onepoint

Onepoint is a boutique, values-driven, business-oriented technology consultancy headquartered in London, UK and offices in Pune, India and Colombo, Sri Lanka.

We architect, prototype, build, and manage enterprise-grade solutions for global clients looking for high-impact, business outcome and business-value driven digital innovations to power deep, transformative change.

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