

# Tony Gonzalez | Application Support Analyst | Jira Specialist

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## EXECUTIVE SUMMARY

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Application Support Analyst and Jira Administrator with 10+ years of experience in IT application support, service delivery, and software release management. Proven expertise in Atlassian Cloud administration (Jira, Confluence), board creation, workflow configuration and user access management. Strong background in incident management, change management (ITIL), stakeholder engagement, and second-line support for enterprise platforms. Experience supporting business-critical SaaS platforms where reliability, controlled releases, and clear communication with business stakeholders are critical. Seeking Application Support Analyst, Jira Administrator, or Technical Delivery Owner roles.

## CORE SKILLS

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Application Support • Jira Administration • Atlassian Cloud • Incident Management • Problem Management • Change Management • ITIL • Service Delivery • Stakeholder Management • Release Management • API Integration • REST APIs • Power BI Integration • AWS (S3, CloudFront) • Cloud Computing • SaaS Support • User Access Management • Workflow Configuration • Agile / Scrum • Technical Triage • Second-Line Support • Knowledge Management • Confluence • SharePoint • Power Automate • Information Security Principles

## EXPERIENCE

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### FORTESCUE ZERO

March 2024 to December 2025

#### IT Business Applications Support Analyst / Jira Administrator

- Managed an Atlassian (Jira) Cloud environment as Application Support Analyst with over 900 active users, ensuring access control and compliance with organizational standards.
- Delivered continuous improvements by implementing 20 to 30 Jira configuration updates per week.
- Designed and deployed 80+ Jira boards to support diverse business functions, aligning the boards with our internal tool configurations. To create these boards, I translated the business requirements into fully functional Jira boards.
- Led and coordinated integration projects, including connecting Jira (via API) with external services such as Power Bi.
- Provided first-line support for Jira access issues (and other applications), for instance participating in the testing of a domain transition that affected hundreds of our users.

## **SURECLOUD**

**May 2022 to October 2023**

### **Technical Triage Lead / Delivery Owner**

- Directed the escalation and triage of 20-30+ daily tasks and issues affecting the SureCloud platform (SaaS).
- Diagnosed all issues reported on the platform and supervised the root cause analysis of all critical issues (in most cases exploring AWS logs).
- Owned the software release process with a focus on the transparency of the task and issue backlog. 100% of all software releases were a success.
- Streamlined the software release communication process, improving collaboration and coordination among business stakeholders.
- Successfully managed the delivery of over 60 software releases.
- Refined and prioritized the issue backlog in coordination with major stakeholders to direct the focus of the development team.
- Led the daily scrum meetings removing any blockers affecting the development team.
- Conducted the configuration of single sign-on access to the SureCloud platform for each new customer incorporated into the platform.

## **OXFORD HEALTH NHS FOUNDATION TRUST**

**Jan 2021-February 2022**

### **System Administrator**

- Handled 20+ customer calls a day regarding first and second line support for several NHS front end platforms.
- Liaised with third-party development teams to resolve issues on the main platform I supported.
- Improved the daily stand-ups so that the most important tasks were assigned to the relevant members of the team.
- Generated internal technical documentation for the benefit of the entire team.

## **OXFORD UNIVERSITY PRESS**

**Dec 2016 – April 2020**

### **Application Support Analyst**

- Led the second line support for the [Oxford Learner's Bookshelf](#) (OLB) platform and other applications supporting the adoption of additional features to maximize the global marketability of the digital product range.
- Managed monthly and emergency releases for the critical education platforms and presented technical recommendations to the Global Change Board.
- Configuration enhancement and optimization of the proactive monitoring suite to ensure maximum uptime and performance even during peak periods.
- Primary point of contact and escalation for the OLB platform in the Global Technology and English Language Teaching (ELT) division.
- Vendor managed a critical global third-party supplier (iPortfolio) and the offshore team working for the OLB platform.
- Led defect triage meetings driving resolution to critical issues to minimize the financial impact for the OUP.
- Collaborated in the technical integration between OLB and the Educational Platform Services platform (an OUP-wide platform).

- Created and maintained knowledge-based documents in Confluence for the benefit of knowledge transfer to the offshore support functions.
- Managed key partners delivering application development, support, testing and quality assurance, ensuring adherence to support SLA's and deliverables.

## OXFORD UNIVERSITY PRESS

Sept 2012 - Nov 2016

### Content Authoring Tool Administrator

- Managed and coordinated software releases for both the CAT and Author (and for a year for the Enrolment tool as well).
- Acted as the focal point for all CAT/Author issues within the ELT Platforms team.
- Created and established with the help of several other stakeholders most of current Author processes.
- Provided second-line support for all CAT and Author related issues.

## OXFORD UNIVERSITY PRESS

Apr 2010 - Aug 2012

### Application Support Analyst

- Provided second line support for Oxford English Testing website.
- Liaised with third-party development suppliers to resolve issues on the site.
- Updated the site using the content management system Ektron.
- Created and maintained the SharePoint site of the OET team.
- Wrote technical documentation for the site.

## EDUCATIONAL QUALIFICATIONS

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- Leeds Metropolitan University, Post-Graduate Degree in Software Development, 2:2
- Oxford-Brookes University, B.Sc. (Hons) in Combined Studies (Accounting with Computing), 2:1

## PROFESSIONAL QUALIFICATIONS

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- ITIL Foundation Course Certificate in IT Service Management (2025).
- Software Product Management Specialization (University of Alberta- Coursera course) (2023)
- AWS Certified Developer Associate (2021).
- Prince 2 Project Management Foundation Certificate.
- AWS Certified Cloud Practitioner, Amazon Web Services (2020).
- ISTQB Certified Tester Foundation Level (2016).