	Indian Financial Technology & Allied Services		
	Job Description		

	Role Summary	Mandatory
I	**Role Summary**	Mandatory
	(a) Title:	Application Support Engineer
	(b) Business/Function:	Cloud - CSS
	(c) Level:	L1
	(d) Location:	Hyderabad
	(e) Reports to:	AVP
	(f) Team:	Cloud -CSS
	(g) Summary:	1. We are seeking an experienced Application Support Engineer to join our dynamic team. 2. The ideal candidate should have a strong background in production support, with at least 2 years of experience in troubleshooting and resolving application issues in a fast-paced environment. 3. The Application Support Engineer will be responsible for ensuring the availability, performance, and stability of our clients' applications, as well as providing timely resolution to any incidents that may arise. Working on below support model and tools: Support Model: SaaS & PAAS as a service. Tools: Ticketing tools (ME, Jira & ServiceNow etc) and Monitoring Tools (ELK Stack, Manage Engine, Solar Winds or any)

	Additional Information	Mandatory
II	**Additional Information**	Mandatory
	(a) Responsibilities:	1. Primary Knowledge on core Java, HTML,PHP,Tomcat and Ngnix. 2. Essentail Knowledge on Virtual Machines,Storage Hardware, Networking,Firewall and SSL, etc 3. Production Support experience on web & mobile technologies such as Java, Angular JS, Widgets / Portal (or) any other application services 4. Provide technical support for applications, including troubleshooting and resolving issues reported by clients or identified through monitoring tools. 5. Candidates should have good hands on Experience on Linux & Windows Environment 6. Monitor application performance and proactively identify potential issues before they escalate. 7. Collaborate with cross-functional teams, including development and operations, to implement solutions and improvements to enhance application stability and performance. 8. Document support procedures, including troubleshooting steps and resolutions, to ensure knowledge sharing and transfer within the team. 9. Participate in on-call rotations to provide 24/7 support for critical incidents. 10. Identify opportunities for automation and process improvements to streamline support activities and increase efficiency. 11. Communicate effectively with clients and internal stakeholders to provide updates on incident resolution and ensure customer satisfaction.

	Requirements	Mandatory
III	**Requirements**	Mandatory
	(a) Education:	Bachelor's degree in Computer Science (Preferred), Information Technology, or related field. B.E / B.Tech graduate
	(b) Experience:	2-3 Years of experince
	(c) Knowledge:	1. Minimum of 2 years of experience in application support or production support roles. 2. Strong troubleshooting skills and ability to analyze complex issues to identify root causes. 3. Experience with monitoring tools such as SOLAR Winds, ZIRA, Manage Engine tools, etc. 4. Proficiency in scripting languages such as Python, Shell, or PowerShell will be addtional . 5. Excellent communication and interpersonal skills, with the ability to interact professionally with clients and internal teams. 6. Experience working in a fast-paced environment with tight deadlines and changing priorities. 7. Knowledge of ITIL framework and best practices in incident and problem management. 8. Relevant certifications (e.g., ITIL, AWS, Microsoft Azure) are desirable.
	(d) Technical Skills:	ngnix, apache tomcat, PHP, HTML, IIS Web services, Dockerization (any 2 or more)