

JOB DESCRIPTION

(The details contained here-in will describe the job *content* and job *context*)

Position / Grade	:	Application Support Engineer
Department, Vertical, Sub Vertical	:	Technology
Location	:	Bangalore
Reports To (Position)	:	Head Production Support
Job Summary (The primary purpose or objectives and an overall description of the position)	:	Application Support engineer with hands on experience in Java application services running in Linux, Windows platforms with high aptitude on troubleshooting experience in JVM's, apache, load balancers, firewalls, Oracle database.
Relationships (Internal relationships are to include list of direct reportees)	:	NA
List The Duties And Responsibilities (That are significant in achieving the objectives of the job)	:	<p>Responsible for troubleshooting and debugging Application or network issues on A10 Load balancer, Apache, Java, JBOSS (preferred) or other JVM's, oracle stored procedures, Content management System (AEM).</p> <p>Ticket handling and timely updates to the customers or partners on the root cause of the incidents and drive until permanent resolution is met through incident, problem and change management guidelines.</p> <p>Continual monitoring improvements implementation on application stack.</p> <p>Responsible for monitoring real time & batch related services and executing batch jobs.</p> <p>Responsible for patching production application infrastructure components and deployments of new features, hot fix, etc.</p> <p>Automate manual tasks via Jenkins, python, etc</p>
Experience Required (Minimum relevant or equivalent industry experience required - scope and duration)	:	6-9 years

Academia	BE/BTech, MCA, ME/MTech
<p>Skills, Abilities, And Competencies (Required to successfully perform this job)</p>	<p>Good knowledge on A10 load balancer and its configurations.</p> <p>Proficient in Apache, Java, with a good to very good knowledge on Linux operating systems</p> <p>Experience in patch management, deployment management via Jenkins (preferred)</p> <p>Proficient in log analysis top-down for all application related issues.</p> <p>Skills in automation tools and have experience in deployment and manual tasks automations.</p> <p>Familiarity with concepts of SOAP / REST Web Services, JAVA, etc.</p> <p>Familiarity with Incident, problem and change management processes and guidelines.</p> <p>Experience with database stored procedures to analyse and provide solutions for fixes.</p> <p>Good understanding of Content management Systems (AEM preferred) and have hands on supporting the application.</p> <p>Understanding of JBOSS (preferred) and experience on setting up monitoring on critical JVM parameters.</p> <p>Sound knowledge on writing SQL's for data analysis.</p> <p>Understanding of hypervisors and virtual machine concepts.</p> <p>Implementing automated testing platforms and unit tests</p> <p>Familiarity with monitoring tools and self-driven in setting or configuring alerts.</p> <p>Good understanding of patch management and can implement automations.</p>