

**SUMMARY OF POSITION:**

Operations Engineer is one of the key members of the Service Delivery/Application Support team and is responsible to ensure smooth delivery of services and operational excellence and support in line with customer processes.

DESIGNATION: Service Delivery Engineer/Support Engineer

RESPONSIBILITIES:

- Daily, Weekly and Monthly activities as defined for the project
- IT Infrastructure monitoring for the project, this includes server monitoring, application monitoring and database monitoring as well.
- Resolve routine customer problem and issues
- Log issues in Incident Management System
- Create/Update Project related documents like User Manual, Troubleshooting Guide, Training material etc.
- Awareness of defined SLAs and respond in accordance
- Awareness of defined organization and customer processes
- Source Maintenance (Version control Mgt)

REQUIRED SKILLS & EXPERIENCE:

The ideal candidate must be a self-motivated, quick learner and be able to adapt to changes. Should have innovative thinking and should take self initiatives. Candidate must be organized and analytical, adapt at working in a team environment and have effective communication skills.

- Good English Written & Oral Communication Skill – As we are currently supporting overseas customers only.
- Basics of SQL, Oracle PL/SQL & Excel.
- Customer facing experience.
- Telecom/Tower background – Candidate should know the nature of data.

Qualifications required are:

- BTech/MCA or equivalent
- 2-3 years of experience