

**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: Senior Service Delivery Engineer**

**RESPONSIBILITIES:**

- Ensure execution of Daily, Weekly and Monthly activities as defined for the project by daily reviews
- Have full knowledge of the product and map it to customer's business processes
- Deployment of release on pre-production (staging) and test the same.
- Deploy Releases on production
- Debug a problem and find out it's cause
- Take Production backup as per Backup Policy
- Take ownership of issues and follow through to resolution
- Assist Team Lead in prioritization of issues
- Follow-up with Delivery on Bugs/Development related issues.
- Ensure compliance to defined SLAs and respond in accordance.
- Awareness of defined organization and customer processes.
- Review of documents created or updated by Engineer
- 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.

Qualifications required are:

- BTech/MCA or equivalent
- 3- 6 years of experience
- Basics of SQL, Oracle PLSQL & Excel