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| <p>General Information</p> | <p>Role: Sr. Support Engineer Location: Bangalore Work Area: Software Application Support Employment Type: Regular Full Time</p> |
| <p>About PFT</p> | <p>Prime Focus Technologies (PFT) is the creator of Enterprise Resource Planning (ERP) software, CLEAR™ for the Media & Entertainment (M&E) industry. It offers broadcasters, studios, brands and service providers transformational solutions that help them lower their Total Cost of Operations (TCOP) by automating business processes around content and managing their business of content better.</p> <p>.PFT is the technology subsidiary of Prime Focus, the global leader in M&E industry services. For more information visit: www.primefocustechnologies.com</p> |
| <p>Job Description</p> | <p>Incident Management:</p> <ul style="list-style-type: none"> • Incident handling(P1, P2, P3, P4s) • Attending incidents conference calls to resolve issues of other components, • Fixing the Alert within the specified time as per client agreement • Follow up with development team for resolving the cases, • Investigations, logs extraction • Incident resolution, providing work around, service management <p>Problem Management/ Troubleshooting:</p> <ul style="list-style-type: none"> • Regular system health checks, assisting for 3rd Line teams, support teams to resolve/isolate problems, liaise with other component teams to isolate problems, proactive problem identifications, create problem records, working on RCA (Root cause) Action Items, RCA Documentation, RCA updates • Looking at alerts/ notifications and addressing them • Monitoring production server, troubleshooting and fixing bugs • Identifying the root cause or troubleshooting the issue accurately • Regularly attending & resolving the issues such as application outage, issue impacting multiple users • Scheduling, monitoring and troubleshooting of jobs <p>Change Management:</p> <ul style="list-style-type: none"> • Change Request Creation • Impact analysis • Follow up activities • Closure etc. <p>Release Management:</p> <ul style="list-style-type: none"> • Pre-deployment activities • Preparing and reviewing implementation plans • Deploying the code in production platforms • E2E testing support after live deployments • Live patch deployments • Post Deployment Checks, Sanity Testing etc. |



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| | <p>Maintenance and Monitoring:</p> <ul style="list-style-type: none">• Monitoring the batch processes running in the customer environments and all the Upstream/Downstream Processes which are critical for the business• Contributed to performance improvements by automating scripts• Monitor the log files and log information of the jobs• Validating complete application once deployed completed in the Production Environment <p>Support Team:</p> <ul style="list-style-type: none">• Responsible for providing the support in all production related issue• Work as a support team member to utilizing technical skills and product expertise helping to resolving customer product issues• Providing support related to users reported issues• Respond to the issues assigned, do analysis, participate in estimating the effort needed to implement solution or work around, suggest/implement work around, communicate to all the stake holders and close the issue as per the agreed timelines in order to ensure support availability as per agreed SLA• Responsible for providing the support in L1/L2 level depending on the priority of the issues <p>Adhere to escalation procedures & follow-up with development team when code change is required or complex issues are faced</p> |
| Skills Required | <ul style="list-style-type: none">• Previous Experience Level (years of experience): 3-6 years• Application support and customer handling experience• Should be support experience in ASP Dot Net Application• Strong Deployment Experience• Excellent troubleshooting and problem analysis skills• Knowledge of shell scripts/ databases like Oracle and MS SQL and can closely work with storage and network• Ability to work on Windows as well as Linux• Good knowledge of web technologies• From product support background, pref Cloud background |