



<p>General Information</p>	<p>Role: Global Support Manager (Application Support) Location: Bangalore Work Area: Bangalore 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>Key Responsibilities</p> <ul style="list-style-type: none"> • Making Performance Summary, Preparing shift charts • Escalate to development team when code changes are required or complex issues are faced • Manage team of engineers/ leads and handle any escalations whenever they arise. Follow-up on and take responsibility for unresolved issues or escalations • Review daily priorities and take appropriate action to ensure results are achieved. Remain aware of new product developments • Ensure high quality, up-to-date documentation exists for all service arrangements • Responsible for the performance of systems and employees. Facilitates gap analysis for process and system functionality to identify operational deficiencies and ensure desired performance. Designs solutions to improve productivity and user efficiency • Adhere to escalation procedures & follow-up with development team when code change is required or complex issues are faced • Release Management: <ul style="list-style-type: none"> • Pre-Deployment Activities, Preparing and reviewing implementation plans • Post Deployment Checks, Sanity Testing etc. • Responsible for providing the support in all production related issue and close the issue as per the agreed timelines in order to ensure support availability as per agreed SLA • 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
<p>Skills Required:</p>	<ul style="list-style-type: none"> • Previous Experience Level (yrs of exp): 12+ years • Application support and customer handling 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 (must have for support manager) • From product support background, preferably Cloud background • Support personnel in Product companies (Not help desk support)