



Job Description

Job Title:	Sr. / Engineer – Application Support	Location:	Bangalore
Department/Team:	Engineering Team	Hiring Manager:	Satish Chakrad

ProHance Overview:

ProHance is a unique real-time analytics platform provides key actionable insights to leaders and business users to take informed decisions on occupancy, availability and business volumes. It's unique representation of data brings fantastic visibility into complex processes and helps them have complete control over their day to day operations.

ProHance in a next generation Omni-Channel Operations Management Platform being leveraged by Enterprises across their back office, chat and email servicing operations. ProHance provides an Intelligent Operations Management Platform that enables companies to holistically view their operations and identify opportunities for collaboration & optimization across an Enterprise.

Job Description:

Technical Skills Required:

- Hands on experience of Windows Server, SQL Server, Tomcat & JBOSS servers
- Providing software application support to ProHance customers
- Hands on Experience is application log analysis and provide L2 support to customers
- Hands on experience in determining the root causes of application errors and providing solution
- Establishing the root causes of application errors, and escalating serious concerns to Manager
- Ability to understand the logic flow of programming through reading application logs
- Managing application migration activities across environments to ensure continued and synchronized functionality
- Excellent analytical and problem-solving skills
- Basic knowledge on MySQL and SQL queries
- Documenting processes and monitoring application performance metrics
- Consulting with the software development team, internal users, and clients to improve application performance

General Skills Required

- The ability and skill to train other people in procedural and technical topics
- Flexibility - responsibilities may require occasional evening and weekend work
- Strong communication and collaboration skills

Experience and Qualifications:

- 3 - 5 Years of Experience
- BE / BTech / MCA / MSc in Computer Science or IT