



L1 & L2 Support Engineer

Job Title: L1 & L2 Support Engineer

Experience: 2-4 Years

Location: Navi Mumbai

Employment Type: Full-Time

Job description

We are seeking a passionate and detail-oriented Level-1 cum L2 Engineer with 2-4 years of hands-on experience to provide dedicated support for the Airport Operational Database (AODB) system and related systems such as Resource Management System (RMS) and Flight Information Display System (FIDS) throughout the Defect Liability Period (DLP). This role ensures operational stability, timely defect resolution, and coordination with Original Equipment Manufacturer (OEM) teams as per project delivery and maintenance protocols.

An Individual should be proactive and detail-oriented L1 & L2 Support Engineer to provide technical assistance, troubleshoot issues, and ensure smooth IT/application operations. The role involves handling first-level queries and escalating or resolving more complex second-level issues.

Role & responsibilities

Key Responsibilities

L1 Support (Level 1 Frontline Support)

- Act as the first point of contact for users via phone, email, or ticketing system
- Log, categorize, and prioritize incidents and service requests
- Provide basic troubleshooting for:
 - Hardware, software, and network issues
 - User access and password resets
- Follow standard operating procedures (SOPs) and knowledge base articles
- Escalate unresolved issues to L2 support with proper documentation
- Ensure timely updates and communication with users

L2 Support (Level 2 Advanced Technical Support)

- Diagnose and resolve complex technical issues escalated from L1
- Perform in-depth troubleshooting of applications, systems, and networks



- Analyze logs, system alerts, and performance issues
- Coordinate with development/infrastructure teams for critical issues
- Deploy fixes, patches, and configuration changes
- Maintain documentation, runbooks, and technical knowledge base
- Monitor system performance and ensure SLA compliance

Preferred candidate profile

Required Skills & Qualifications

- Strong understanding of Windows/Linux OS basics
- Knowledge of networking fundamentals (DNS, DHCP, TCP/IP)
- Experience with ticketing tools (e.g., ServiceNow, Jira, Zendesk)
- Basic knowledge of databases (SQL queries)
- Familiarity with application support / cloud platforms (AWS/Azure basic)
- Good troubleshooting and analytical skills
- Strong communication and customer-handling abilities

Preferred Skills

- Experience in incident management & ITIL processes
- Scripting knowledge (Shell, Python, or PowerShell)
- Monitoring tools exposure (e.g., Nagios, Splunk, etc.)
- Worked in an Airport Environment.
- B. Tech Degree with computer Science engineering or Electronics & Communication Engineering