



Level-1 Engineer (Airport IT Systems)

Job description

Position: Level-1 Engineer (Airport IT Systems)

Location: Airport Site, Navi Mumbai

Experience: Freshers with good technical knowledge can also apply)

Employment Type: Full-time / On-site

We are looking for a dedicated and proactive **L1 Engineer** to provide onsite IT support for **Airport IT Systems**. The role involves day-to-day monitoring, incident handling, ensure smooth functioning of mission-critical airport operations such as the **Airport Operational Database (AODB), Resource Management System (RMS), and Flight Information Display System (FIDS)**.

Role & responsibilities

- Provide **first-level technical support** for airport IT systems, servers, and applications.
- Monitor system health, logs, and alerts to ensure continuous availability of applications.
- Handle **incidents, service requests, and routine checks** as per SLA.
- Escalate issues to L2/L3 support teams when required, while ensuring timely updates to stakeholders.
- Support application and infrastructure teams during **deployments, upgrades, and maintenance windows**.
- Assist in troubleshooting issues related to **network, database, and middleware components**.
- Maintain **documentation of incidents, resolutions, and daily reports**.
- Ensure adherence to **airport safety, compliance, and ITIL processes**.
- Provide end-user support for airport operations staff, ensuring minimal disruption to services.

Preferred candidate profile

- Good understanding of **Linux/Windows administration**.
- Familiarity with **databases (Oracle/MySQL/SQL Server)** for basic queries and checks.
- Basic knowledge of **networking concepts (TCP/IP, LAN, WAN, VPN, firewalls)**.
- Exposure to **airport applications (AODB, RMS, FIDS, CUPPS, CUTE)** is an advantage.
- Ability to monitor applications and perform **first-level troubleshooting**.
- Strong problem-solving skills with attention to detail.
- Good communication and coordination skills to interact with airport staff and vendors.

Qualifications



- Bachelors degree / Diploma in Computer Science, IT, Electronics, or related field.
- Fresh graduates with strong fundamentals
- Knowledge of **ITIL process framework** preferred.
- Willingness to work in **shifts (24x7 support environment)** at the airport site.