L1 Engineer (IB)

Job Description

Position Title: L1 Engineer (IB)
Experience: 1–3 Years
Location: Navi Mumbai (onsite in shifts 24/7 Rotational Shifts)

Overview:

The L1 Support Engineer is responsible for providing first-level technical support for middleware and web applications across environments running on Red Hat OpenShift (OCP), Linux, Windows, and SQL Server. The role focuses on incident management, service request handling, monitoring, and ensuring adherence to SLAs and operational KPIs.

Key Responsibilities:

- Monitor applications, infrastructure, and alerts proactively.
- Handle all incidents and service Requests within defined SLA timelines.
- Perform initial troubleshooting and resolution for incidents.
- Perform daily system and application health checks.
- Ensure completion of all shift-based operational tasks without errors.
- Provide timely communication to stakeholders during incidents/outages.
- Assist in automation initiatives (scripts for monitoring, alerting, or routine tasks).
- Update SOPs, troubleshooting guides, and knowledge base articles.
- Contribute to continuous service improvement.
- Adhere strictly to shift schedules and handover processes.
- Participate in planned trainings (technical and non-technical).

Technology Stack:

- Red Hat OpenShift (OCP)
- Operating Systems: Linux, Windows Server Database: SQL Server,
- Middleware/Web: IIS
- Ticketing Tools: ServiceNow
- Basic understanding of Linux and Windows administration
- Knowledge of container platforms (OpenShift/Kubernetes basics preferred)
- Basic SQL querying and database concepts
- Understanding of web and middleware application architecture
- Familiarity with monitoring tools and ticketing systems
- Strong troubleshooting and analytical skills
- Good communication skills (written C verbal)
- Ability to work in shifts and handle pressure situations
- Team player with a proactive attitude
- Strong documentation and reporting skills

Qualification:

Bachelor's degree in Computer Science, IT, or related field