

## L2 Engineer (IB)

### Job Description

Position Title: L2 Engineer (IB)

Experience: 3–8 years

Location: Navi Mumbai (onsite in shifts 24/7 Rotational Shifts)

### **Role Overview:**

The L2 Support Engineer is responsible for advanced troubleshooting, incident resolution, and operational stability of middleware and web applications hosted on Red Hat OpenShift (OCP), Linux, Windows, and SQL Server. This role involves ownership of complex issues, problem management, RCA, automation initiatives, and mentoring L1 engineers while ensuring SLA compliance and continuous service improvement.

### **Key Responsibilities:**

- Resolve incidents and problem tickets within defined SLA timelines.
- Perform in-depth troubleshooting across application, middleware, OS, and database layers.
- Analyze recurring incidents and create problem records.
- Perform Root Cause Analysis (RCA) for major incidents and document findings.
- Drive reduction in repeat incidents (target: continuous improvement quarter-on- quarter).
- Monitor system capacity, performance trends, and recommend improvements.
- Participate in incident escalations and bridge calls.
- Ensure application uptime and availability as per SLA commitments.
- Prepare and deliver weekly/monthly service reports to stakeholders.
- Conduct and validate backup and restoration drills (monthly/quarterly).
- Maintain proactive communication with customers during critical incidents.
- Identify and implement automation opportunities (scripts/tools) to improve efficiency and reduce manual effort.
- Participate in new technology rollouts, upgrades, and project initiatives.
- Create and maintain SOPs, runbooks, and troubleshooting documentation.
- Guide and support L1 engineers during daily operations and incident handling.
- Ensure 100% compliance with IT security and organizational policies.
- Adhere to shift schedules, on-call duties, and handover processes.
- Ensure proper leave planning to maintain operational continuity.
- Participate in knowledge management activities (KM sessions, quizzes, best practices).
- Maintain accurate updates in tracking/reporting tools (e.g., Trend/Service tools).

### **Technology:**

- Container Platform: Red Hat OpenShift (OCP)
- Operating Systems: Linux, Windows Server
- Database: SQL Server
- Middleware/Web: IIS,
- Monitoring Tools:
- Ticketing Tools: ServiceNow

### **Skills:**

- Strong hands-on experience in Linux and Windows administration
- Working knowledge of Red Hat OpenShift (OCP) / Kubernetes



- Experience in SQL Server (querying, troubleshooting, basic performance tuning)
- Good understanding of middleware/web servers (Apache, Tomcat, IIS, etc.)
- Experience in incident, problem, and change management processes (ITIL)
- Strong troubleshooting skills across multi-tier applications
- Knowledge of monitoring and alerting tools

**Soft Skills:**

- Strong analytical and problem-solving abilities
- Effective communication with stakeholders and customers
- Ability to handle high-pressure incident scenarios
- Mentoring and team collaboration skills
- Good documentation and reporting capability

**Qualifications:**

- Bachelor's degree in Computer Science / IT or related field
- ITIL certification (preferred)
- Certifications in Kubernetes/OpenShift, Linux (preferred)