



JOB DESCRIPTION

Position:	Application Support Engineer		
Reports to:	Tech Lead / Project Manager, IT		
Location:	Mumbai, India	On site visits:	No
Job Type:	Permanent	Support Mode:	Email / Phone / Online

Overall Responsibilities:

- Responsible for the day-to-day maintenance of the application systems in operation, including tasks related to identifying and troubleshooting application issues and issues resolution or escalation.
- Suggest fixes to complex issues by doing a thorough analysis of root cause and impact of the defect.
- Coordinate with Application Development Team to successfully deploy software releases in both User Acceptance Testing and Production environments
- Determines operational feasibility by evaluating analysis, problem definition, requirements, solution development, and proposed solutions.
- Documents and demonstrates solutions by developing documentation, flowcharts, layouts, diagrams, charts, code comments and clear code.
- Prepares and deploys solutions by determining and designing system specifications, standards, and programming.
- Improves operations by conducting systems analysis; recommending changes in policies and procedures.
- Provides information by collecting, analyzing, and summarizing development and service issues.
- Accomplishes engineering and organization mission by completing related results as needed.
- Provides software solutions by studying information needs; conferring with users; studying systems flow, data usage, and work processes; investigating problem areas; following the software development lifecycle

Primary Responsibilities:

- Manage tickets, maintain and upgrade the current set of applications
- Respond to the queries / issues reported from internal / external clients
- Update the web content as required
- Improve the usability and comprehensiveness of the existing developments
- Provide support on existing applications to internal / external customers
- Provide support to Technical Support (non-IT) team as needed

Required skills:

- 1 to 3 years' experience in software development
- Ability to work collaboratively in a team environment
- Excellent written and verbal communication skills
- Good organization skills and ability to prioritize work load
- Eye for detail, methodical and consistent in approach
- Able to work independently, with minimal supervision
- Experience of working with online applications

Technical Knowledge



- Classic ASP, ASP.Net, MVC, Visual Basic 6.0, MS SQL Server
- Knowledge of CSS, HTML, Javascript, JQuery.
- Experience of project documentation and templates

Desirable Qualifications

- B.E./Graduation in Science or Diploma in computers / engineering
- Knowledge of TFS / Git hub