

Technical Operations

This team is responsible for monitoring and maintaining the infrastructure behind ValueFirst services. They keep an eagle eye on availability and performance of our services. The team is available 24/7 to provide 2nd level technical support and resolution to problems and enquiries that customers report. They have an in-depth understanding of the products live on production servers. They work closely with engineering team to resolve all escalated cases from customer experience team to ensure clients have the best experience possible.

Key responsibilities:

- Deployment, Maintenance and optimization of gateway/Kannel/SMPP setup
- Tracking and maintenance of VF-Services QOS, Backups and Uptimes and ensure the highest levels of systems and infrastructure availability
- Work on tickets and provide resolution with SLA
- Manage timelines, product releases and track bugs with engineering team on Jira
- Integration with telecom operators for SMPP account/connectivity
- Configuration, queries and administration of MySQL and other Linux utilities
- Troubleshooting SMPP/operator related and customer issues like Junk char issue, No/Fake delivery of message, Drop message, TPS testing, understanding of submit-sm and deliver-sm responses, account/connection type.
- Interaction with domestic and international telecom operators for issue resolution
- Automation of tasks using scripts to lower down the human intervention time on any tasks
- Conduct sessions on new releases and KT with internal teams
- Tracking of work and creating FAQ's and Service Documents for documentation purpose.
- Overseeing the preparation of environments for the testing/UAT of software releases, participate in the planning, scheduling and execution of said releases followed by automation

Qualifications:

Minimum qualifications:

- B. Tech/B.E/BSc computer science
- Experience in troubleshooting, deployment of gateway/kannel/telecom related products, gateway and SMPP (kannel /smc work flow/ operator or client level communication / bind type/ data coding/ character type setting/ TCP dump/ Hindi or short message testing/ connectivity establishment with multiple operators for message termination)
- Experience in Linux (RHEL/CentOS), Shell/PHP Scripting and knowledge of MySQL queries, optimization and administration

Preferred qualifications:

- Strong technology and analytical skills
- Experience on configuration/management/automation tools such as GIT, Ansible, Jenkins, site 24*7 monitoring tool, Nagios, Grafana, Jira, OTRS
- Should have basic knowledge in Network like IP address, Netmask, gateway, DNS, Network Route
- Excellent organization, communication, and documentation skills.