

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 VF-services
- Tracking and maintenance of VF-Services QOS, Backups and Uptimes
- Work on tickets and provide resolution with SLA
- Manage timelines, product releases, and track bugs with engineering team
- Interaction with client in some case for online testing to debug issue
- Monitor and troubleshoot issues of Linux, MySQL, SMPP related issues
- Write and maintain custom scripts to increase system efficiency and lower the human intervention time on any tasks
- Proactively ensure the highest levels of systems, Services and infrastructure availability
- Oversee the preparation of environments for the testing/UAT of software releases, participate in the planning, scheduling and execution of said releases
- Conduct sessions on new releases and KT with internal teams
- Daily tracking of work
- Creating FAQ's and Service Documents for documentation purpose
- Assisting the various Technical Platform Teams with tasks that require optimization/modifications to the current infrastructure

Qualifications:

Minimum qualifications:

- B. Tech/B.E/BSc computer science
- Experience in troubleshooting, deployment of SMPP Module, Jboss, bind type, data coding, character type setting
- Experience in Linux (RHEL/CentOS), Shell/PHP Scripting
- Working knowledge of MySQL queries, optimization & Administration
- Troubleshooting knowledge in MySQL
- Hands on experience on tcpdump capturing & analysis
- Willingness to adopt a work-to-finish attitude

Preferred qualifications:

- Strong technology and analytical skills
- Hands-on experience on configuration/management/automation tools, such as Ansible, Monitoring tool (e.g. site24x7), OTRS, JIRA
- Should have basic knowledge in Network like IP address, Netmask, gateway, DNS, Network Route
- Excellent organization, communication, and documentation skills