

## **Job description**

### **L3 Application Engineer**

#### **Full time**

Location: Pune, India

We are currently seeking an **Application Management Engineer (L3 Support and Maintenance)** who is looking for an exciting and challenging career within CellPoint Mobile.

#### **About the Role**

The application engineer would work with Service Desk towards development of patches, fixes and enhancements as part of application management. He/she would also work with Software Engineering (Product development) as a developer as part of a SCRUM team.

#### **Responsibilities:**

- Analysing the root cause analysis report provided by the Service Desk and create and build patches towards incident resolution.
- Analysing new RFCs towards upgrades and enhancements, estimating and developing upgrades and new features.
- Working to SLAs to resolve incidents.
- Working as per agile development processes.
- Adhere to all service management principles
- Ensure compliance with organisation policies, procedures and work instructions.
- Demonstrate an ability to work collaboratively with customers, colleagues and vendors under pressure.
- Ability to co-ordinate and direct activities and tasks.
- Proactively investigating ways to reduce common issues and publishing self-help guides to assist the customer base.
- Responsible for update and maintenance of accurate internal work instructions and processes.

#### **Key Skills**

- Minimum 3 years working on application management or development using core PHP, XML and SQL in a technology environment
- Good Communication skills

- Awareness of ITIL v3 Foundation
- Awareness of agile methodologies and processes
- Basic understanding of Android/iOS mobile applications is preferable
- Proficiency in SQL and Log analysis

**In order to apply you must:**

- Be flexible to work Mon - Fri Full Time between - 0900 and 1800, occasional weekends required
- Be able to take ownership of the progression of an incident or change to resolution
- Be able to analyse the nature of queries and customer problems and provide suitable solutions within satisfactory timescales
- Be able to work under pressure and to tight timescales in a high volume environment
- Have top class communication and interpersonal skills including listening, building rapport, establishing empathy and demonstrating awareness of internal and external issues in a calm and polite manner

**Work Location:** Pune

If you are interested in talking with us, please send your CV and application in English to: [careers@cellpointmobile.com](mailto:careers@cellpointmobile.com)