



Job Description for Technical support (ProcOps Monitoring)

Additional Job Description

Technical support (ProcOps Monitoring) - 7 to 10yrs - Chennai/Bangalore/Pune

Shift : Nightshift

Are you curious, motivated, and forward-thinking? At FIS you'll have the opportunity to work on some of the most challenging and relevant issues in financial services and technology. Our talented people empower us, and we believe in being part of a team that is open, collaborative, entrepreneurial, passionate and above all fun.

About the team:

Provide level 1 and level 2 support for client-facing systems and applications including mainframes, Tandems, switches, networks, processor links, ATM's, servers- windows, UNIX, Linux and internet applications.

What you will be doing:

- Monitoring hub for tandem device support for switches, processors, bank transactions and POS debit/credit for Banks and Credit Unions.
- Monitors FIS' EFT switches' financial transaction interchange Notifies clients via email/phone call for host issues.
- Incident ticket creation and tracking Responds to emails and call-originated requests including host status, host stop/start, Turning on audits.
- Performs monitoring and operational management functions for associated hardware and software within 24x7 processing environment.

What you bring :

- Experience in Alert Center, SNOW and NICE
- Knowledge of clients objectives/business priorities and FIS role in achieving Ability to effectively use production control tools and resources encompassing mainframe, open system processing, processor link/Connex software, ATM's, environments
- Excellent customer service skills that build high levels of customer satisfaction for internal and external customers
- Excellent analytical, decision-making, problem-solving, team and time management skills

What we offer you

- An exciting opportunity be a part of World's Leading FinTech Product MNC
- To be a part of vibrant team and to build up a career on core banking/payments domain
- A multifaceted job with a high degree of responsibility and a broad spectrum of opportunities
- A broad range of professional education and personal development possibilities – FIS is your final career step!