

**Role- Application Support Engineer**

**Experience Required- 3 to 4 yrs.**

**Location – Bangalore/ NO WFH**

**Notice Period- 30 days max**

**Evaluation- One Codincity Interview and One Client interview**

**Budget- 10 to 12 LPA max**

**Required Qualifications/Skills Required:**

- 3-4 years experience of interfacing with multiple stakeholders( external and internal) across geographical locations
- 3-4 years experience of web based and /or mobile application support for both external and internal users
- Analyse user problems spread across multiple systems and drive resolve incidents in liaison with product areas teams
- Good knowledge of business processes in web based and /or mobile application support; preferrbly in B2C context. Automotive experience is a plus point.
- Practical knowledge in Incident Management & Problem Management including Root Cause analysis. 3-4 years of experience in using SNOW and argus systems.
- Good understanding of the process related to deliver run-time service & awareness of ITS governance directives
- Understanding of Devops principles and Lean Way of Working
- Proficiency in English Language