# App Support Specialist JioMart (AI Ops) ( 79610379 )

Job Responsibilities :  
  
1. Responsible to build, test and maintain the infrastructure and toolsto allow the speedy development and release of software.2. Responsibel to maintain and improve the cloud infrastructure.3. Should do the review of Service Ticket & MIS and plan for reductionof service tickets and automation of manual tasks.4. Should Monitor and alert setup for new application/service/server inmonitoring tools.5. Should own and monitor overall Order/Transaction Journey6. Should ensure adherence to incident and system security managementprocedures and policies. Quality incident and SR closures and complianceto IT security.

Education Requirement :  
  
BE CS or PG in Computers

Experience Requirement :  
  
7 - 12 years

Skills & Competencies :  
  
1. Should have problem solving attitude: Analyze situations, evaluatealternatives, and implement solutions within standards (whereapplicable).2. Should have deep understanding of E-commerce and Fintech domains.3. Should have ability to enforce decisions on performance excellencewith direct impact to end customer experience.4. Should be able to interpret guidelines and analyze factualinformation to adapt or modify processes in response to changingcircumstances.5. Should be able to do Test Validation (Manual/Automated) for E-Commerce work flow across all customer Journeys through contractsdefined across all interfaces.1. Sripting2. Debugging3. troubleshooting

Location Map : Bengaluru Avana Building