* Omnichannel eCommerce production support
* Acquire in-depth technical knowledge of omnichannel cloud platforms, web traffic flows, micro-services, and service dependencies for major incident resolution.
* Unix/Linux administration
* Provide support for Unix and Linux systems from Kernel to Shell and beyond, taking into consideration system libraries, file systems, and client-server protocols.
* Networking knowledge and troubleshooting
* Leverage knowledge of network technologies such as different protocols (TCP/IP, UDP, ICMP, etc.), MAC addresses, IP packets, DNS, CDN, OSI layers, Firewalls, Gateway, Proxy, and Load balancers.
* Cloud understanding and triaging
* Provide L1 and L2 production support for multiple cloud technologies such as Open stack, Cloud Native platform, Microsoft Azure, and Google Cloud Platform for triaging critical issues using various internal and vendor-related tools.
* Alert, Monitoring, Log analysis
* Detect and analyze monitoring graphs and alerts to identify systems causing production impacts with various tools like Grafana, Prometheus, MMS, Kibana, Graphite, Service Now, JIRA, Dynatrace, New Relic, Omniture, Splunk, and CDN logs [Reduce MTTD – Mean Time to Detect]
* Incident triage, Escalation and Resolution
* Triage site-impacting production issues by quantifying impact, severity and urgency, analyzing systems for quick remediation, engaging the right teams for recovery [Reduce MTTE – Mean Time to Engage], and focusing on immediate restoration [ Reduce MTTR – Mean Time to Restore] of large-scale enterprise systems.
* Enhance Monitoring solutions
* Develop enterprise monitoring and utilize tooling software solutions such as Grafana, Kibana, Splunk, Graphite, New Relic, to improve visibility, pro-actively detect issues and restore system availability
* Enhance Alerting solutions
* Designing and implementing JavaScript for the integration of alerting tool with service API endpoints with various tools like ServiceNow, Spotlight and xMatters
* Develop Tools and support
* Design and develop solutions for widespread internal communications for cloud applications support or workflows for infrastructure availability issues with various internal applications with multiple programming languages like Java, JavaScript (React, Node JS), Python and Shell programming technologies like Prometheus, Database Query languages
* Automation and Self-healing
* Demonstrate knowledge of scripting and software development for automation and self-healing of multi-cloud environments. Help enhance existing solutions by developing automation with Docker, Kubernetes and working with DevOps and Engineering partners
* Continuous improvements, Process documentation, Onboarding
* Provide data and participate in root cause analysis., analyze trends to pro-actively prevent incidents, drive continuous improvement with documentation, make recommendations, and adhere to the onboarding process when accepting new systems into service.