Application Support Engineer

The Client Group, in partnership with Client Information Technologies is seeking an Application Support Engineer at our new Centre of Excellence in Gurgaon. This is an opportunity to join a team-first meritocracy and help grow an entrepreneurial group inside the world's leading alternate asset management firm. You will be given ownership, expected to make your voice heard and contribute to building the right software that works, every time.
Role: Application Support Engineer
Location: Centre of Excellence Client, **Gurgaon**

Key Responsibilities:

⬝ Manage and provide support for clustered MSSQL databases:
o Write functions to contribute to our SQL health check (Powershell/SQL)

o Manage our SQL monitoring solution

o Migrations, disaster recovery, log shipping, replication, mirroring, SSAS/SSRS/SSIS
⬝ Monitor and respond in a timely fashion to incoming tickets/requests:
o Responsible for triage, short-term and long-term solutions

o Ensure requests are in-line with team best practices

o Tickets include: Configuration, permissioning, break/fix, and deployments
▪   MSSQL, Windows/Linux, MS Failover Clustering, ActiveBatch, Active Directory
⬝ Responsible for proactive monitoring of systems and infrastructure:
o Monitor health checks and implement fixes

o Respond to SQL server alerts

o Ensure best practices are followed as set forth by the team.
⬝ Deploy change requests after being reviewed by the Change Advisory Board and provide technical feedback on implementation

⬝ Provide mission-critical support by troubleshooting, managing, and solving incidents around 3_{rd} party and in-house .NET applications

⬝ Responsible for following up on ActiveBatch task failures and ensuring its owners fix the issue permanently

⬝ Ensure proper disaster recovery practices are followed by applications and works towards ensuring applications are highly available

Desired Candidate Profile:
⬝ Candidate must be a B.Tech/BCA/MCA/BSc (any discipline)/BE (any discipline)/Graduate, with experience in technology

⬝ Strong analytical, critical thinking, multi-tasking, and decision-making skills required

⬝ Experience supporting a large (500+ node), 24x7 Production environment

⬝ 3 or more years administering, developing, and tuning Production SQL Server 2008/2012 instances

⬝ 3 or more years troubleshooting Production applications

⬝ Strong knowledge of SQL 2012/Windows 2008 R2+ in a clustered environment

⬝ Familiar with scripting or development (Powershell, Python, Perl, C#, or other object-oriented languages)

⬝ Attention to detail and strong documentation skills is a must via creating and maintaining run books, documentations and/or wiki pages for all projects

⬝ Deep troubleshooting skills to resolve various types of outages/performance issues within different applications and work towards a permanent resolution

⬜ Ability to review application SQL code and provide application developers with performance recommendations

⬜ Strong knowledge of different replication models, clustering, log shipping, and database mirroring

Company Profile

Client Information Technology

Client is a leading US based IT and KPO services provider. It is ISO 9001/2015 certified and provides consulting, product engineering and applications development besides KPO services. Client operates globally from three countries and has eight US locations, three locations in India and one in the Philippines. Client has a team of 1,300+ associates that help organizations across the globe realize their business-driven technology initiatives. Its solutions encompass innovative ways of aligning business with technology, creating an integrated, company-wide platform supporting enterprise goals. The global team at Client is a diverse mix of people from different countries, backgrounds and areas of expertise. Working at Client requires you to be comfortable in a high-energy environment where collaboration is the norm, not the exception. We expect our employees to be self-starters who constantly look for opportunities to grow their own skills and improve the company. If you have the ability to excel in a fast moving global company, Client is the place for you. Within a broad framework of teamwork, knowledge sharing, and collaboration, we encourage our associates to achieve and excel in ways they may never have imagined for themselves. We value outstanding performance and provide our associates with well-defined career paths. Further information is available at www.Client.com.

Client

Client is one of the world's leading investment firms. We seek to create positive economic impact and long-term value for our investors, the companies we invest in, and the communities in which we work. We do this by using extra ordinary people and flexible capital to help companies solve problems. Our asset management businesses, with over $350 billion in assets under management, include investments vehicles focused on private equity, real estate ,public debt and equity, non-investment grade credit, real assets and secondary funds, all on a global basis.

Recruiter

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