

Application Support Analyst (L2/L3)

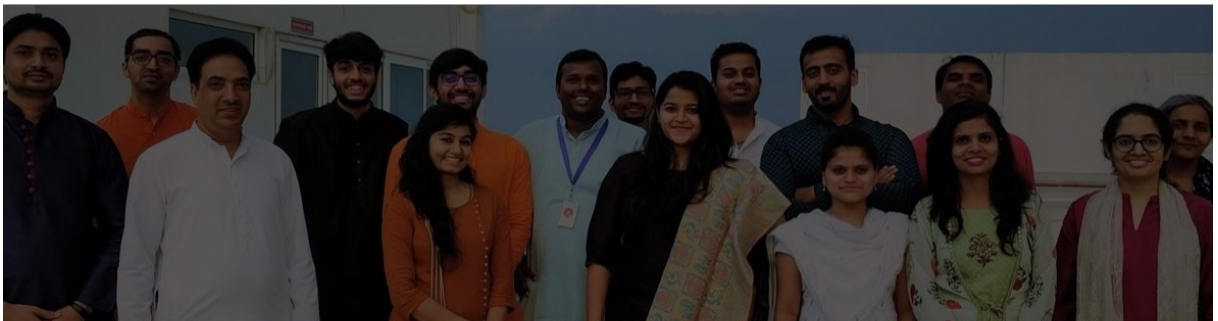
@ **Onepoint**

(PUNE_JD2022-10_IN.005)

Become part of Team Onepoint

Onepoint does more than solving complex digital challenges. It is a place for you to explore your potential, elevate yourself, and transform your career. An opportunity to belong to a diverse international team knit together by a culture built on respect and integrity. A team with deep technical and business expertise, emboldened by a supportive, nurturing environment. An environment that celebrates the diversity of thinking, knowledge sharing, innovative mindsets, personal growth, and career progression. Add in the company's forward-thinking management and a commitment to offering a healthy life-work balance, and you start to get an insight into the magic sauce that makes Onepoint a uniquely special place to work.

A boutique, values-driven, business-oriented technology consultancy, Onepoint's teams architect, prototype, build, and manage enterprise-grade solutions for global clients to help them realise their strategic digital priorities.



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About the role

As an Application Support Analyst (L2/L3), you will provide support for data lake, which is made of core data engineering and warehousing processes, reporting and peripheral applications (like UI etc). You will support enterprise integrations built across multiple systems for MDM or other purposes. The data lake and integrations are architected around state-of-the-art technologies like Snowflake, Azure services (ADF, LogicApp, Functions etc.), PowerBI and Boomi (for system integrations).

You are passionate about design and developing efficient code with high standards and have a vision and talent to contribute to areas of emerging technologies. You like logic and solving puzzles. Working together with highly skilled technical experts you will be a driving force in building/maintaining world-class solutions for our clients across the globe.

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| Contract type | Permanent, typically working from UK 8 – 5:00 pm and it may vary as per client requirement |
| Location | Pune, India |
| Experience | 2+ years |

What will you work on

- Provide 2nd and 3rd line support to the IT team and business end users.
- Perform day-to-day activities including monitoring, alerting and system health checks to ensure continued operational status of the applications for the business.
- Perform In-Depth ticket analysis, investigation and resolution of tickets (issues) raised for the data lake and other applications and the Datalake.
- Escalate tickets to the relevant teams, actively track resolution ensuring all stakeholders are kept informed and assigned tickets are resolved in a timely manner.
- Maintain, troubleshoot and debug existing applications. Also implement enhancements, if needed.
- Document processes and procedures and build a good knowledge base.
- Ensuring data compliance.
- Encouraging and building automated processes wherever possible.
- Deploying new releases and patches.
- Managing periodic reporting on the progress to the management and the customer.
- Maintain strong links with 3rd party software providers to manage quick resolutions.

Who will you work with

You will be reporting to a Operations Manager. You will typically work with Service Delivery Manager, Technical Lead, and other talented Onepoint colleagues.

What skills you will bring to the team

- Minimum Bachelor's Degree in Computer Science or equivalent stream.
- 2-3 years experience in Cloud-based Application Support, ideally in a Managed service environment.
- Experience in supporting core business applications on Azure (Logic apps, Data Factory, Functions) and Snowflake or equivalent cloud data warehouse.
- Experience with REST APIs, SQL, JSON, XML.
- Experience with Business Intelligence BI and Analytical reporting using PowerBI.
- Knowledge in programming languages like Python, Java.
- Knowledge about integration platforms or low code platforms.
- Exposure to ITIL.
- Knowledge in AI, ML preferred.

What strengths you will bring to the team

- Excellent written and verbal communication skills in English.
- Excellent interpersonal skills to collaborate with various stakeholders.
- A learning enthusiast who would quickly pick up new programming languages, technologies, and frameworks.
- A proactive Self-Starter with excellent time management skills.
- Problem-solving and analytical skills across technical, product, and business questions.

We want to know more about you

So, you know a bit about us now. To get us started, we would love to get a little glimpse into what you are about. Send us your CV and short answers to the four questions below to careers-india@onepointltd.com.

1. What virtue, do you value the most at work and why?
2. How do you keep up to date with the technology that is constantly changing?
3. How soon will you be available to join if appointed?
4. What is your current and expected salary?

Benefits

We continually empower our employees to take charge of their career & personal well-being. Besides the life-work balance, self-development, and participative decision-making, you also tap into the following array of perks:

- Flexible working.
- 18 days of annual leave.
- Provident fund.
- Comprehensive Health Insurance coverage of INR 5 Lakhs will be provided for the duration of employment, for the employee, spouse, and children. Insurance can be optionally taken for the employee's parents.



About Onepoint

Onepoint is a boutique, values-driven, business-oriented technology consultancy based in London, UK and Pune, India.

We architect, prototype, build, and manage enterprise-grade solutions for global clients looking for high-impact, business outcome and business-value driven digital innovations to power deep, transformative change.

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