

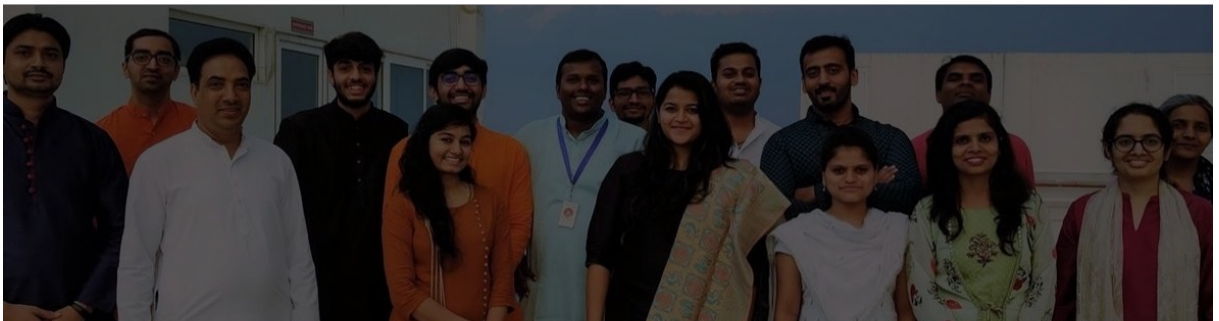
Application Support Team Lead (L2/L3) @ **One**point

(PUNE_JD2023-08_IN.010)

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 Team Lead, you play a critical role in driving the success of our Managed Services division. As a key member of our team, you will have the opportunity to shape the direction and growth of our business, working with cutting-edge technologies and a diverse, highly skilled team based in the UK and India. You will be passionate about solving complex digital challenges and delivering exceptional value and customer service. You are a motivated team leader who is looking to elevate and transform their career for a key business area. The team leader role has primary responsibility for incident management, including on-call support for Onepoint's managed services and will work closely with the Services Manager to develop the support team and processes to manage our SLAs. The application support team supports enterprise integrations built across multiple systems which are architected around state-of-the-art technologies like Snowflake, Azure services (ADF, LogicApp, Functions etc.), PowerBI and Boomi (for system integrations).

Contract type	Permanent - 40 hours per week Core working hours depending on the client location and requirement (e.g. UK 8am to 5pm) - may involve working in shifts. In addition to the core hours, you will be 'on-call' on a 24x7 roster (including holidays and weekends).
Location	Pune, India
Experience	3-5 years

What will you work on

- Operational ownership of applications in scope of Managed services across several clients.
- Lead support team and provide 2nd and 3rd line application support , ensuring all tickets are logged and prioritised in line with SLAs and ITIL best practices.
- Implement proactive maintenance and troubleshooting eg alert management.
- Manage escalations, including 4th Line (Vendor or other parties) in line with SLAs.
- Ensuring all Customer Service Requests are proactively fulfilled, and build strong relationships with our Customers through regular contact and first-class service.
- Ensuring all Incidents, problems and escalations are logged, investigated and tracked to resolution and key users are kept up to date on progress within SLAs.
- Communication and liaison for Change Management (Approvals, Releases, Deployments).
- Initiate Root Cause Analysis (debugging) of all Problems and their timely escalation if required.
- Manage day-to-day team activities including monitoring, alerting and system health checks to ensure continued operational status of the applications for the business.
- Manage on-call 24x7 rotating roster and ticket handover.
- Reporting of Supporting Trends, areas for Service Improvement and potential new features to Management.
- Manage Application and Platform Maintenance and releases, including troubleshooting monitoring and debugging applications.
- Improve processes & procedures and building automated processes wherever possible
- Manage and Document processes and procedures to build a good knowledge base.
- Manage compliance in line with business and compliance requirements to ensure data security, confidentiality, integrity and availability.
- Managing periodic reporting on the progress to the management and the customer.
- Contribute to the wider business initiatives and perform other duties required by the company.

What skills you will bring to the team

- Minimum 3 years experience in Cloud-based (Azure, AWS and Google Cloud) Application Support, ideally in a Managed services environment.
- Experience in Databases and writing complex SQL queries.
- Experience in leading and mentoring junior support team.
- Experience in supporting core business applications within a Software development environment, ideally Azure (Logic apps, Data Factory, Functions) and Snowflake or equivalent cloud data warehouse.
- Experience in managing data security, confidentiality, integrity and availability.
- Experience in application monitoring and alerts.
- Experience with ITIL framework or similar.
- Ideally, experience with Business Intelligence BI and Analytical reporting using PowerBI.
- Knowledge in programming languages like Python, Java.
- Knowledge of integration platforms or low code platforms.

What strengths you will bring to the team

- Excellent written and verbal communication skills in English and Hindi.
- Excellent interpersonal skills to collaborate with various stakeholders.
- Identifying the right questions and understanding the big picture.
- Proficient in managing quality driven processes with focus on quality, efficiency and delivery of operational metrics, Escalations and SLAs.
- Experienced in transitioning and stabilisation of applications from Project to Production and Managed services support.
- Hands-on managing teams in global support services business, performance monitoring, developing resource competencies through training and skills development
- Constant learning which enjoys new challenges.
- Self-Starter with excellent time management skills.
- Problem-solving and analytical skills across technical, product, and business questions.

Who will you work with

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

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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