

National eGovernance Division

Job Description (v1.0.0)	
Division	NeGD
Designation	Technical Support Analyst
Project	API Setu
Reports To	Lead - Technical Support

Overview

The job holder will be responsible for providing technical support for day-to-day operations of the API Setu platform deployed by NeGD.

He/ She may be used in other projects of Digital India as well, whenever required.

Roles and Responsibilities

- Respond to daily operational needs and react to them, avoiding service disruptions and maintaining coherence to (SLA) and information security requirements
- Identify and diagnose issues and problems
- Categorize and record reported queries and provide solutions
- Support problem identification
- Run monitoring reports for usage, performance, and/or availability
- Advise users on appropriate course of action
- Monitor issues from start to resolution; respond to tickets
- Escalate, if needed, unresolved problems to a higher level of support
- Provide essential online security advice and support
- Monitor the availability of the Database events like DB availability, Instance availability and the space availability of disk drives and file systems.
- Monitor the metric alerts, performance related issues like high CPU utilization, Application performance, high Memory utilization, Application tuning and Query tuning
- Acknowledge the request for DB stop/start, user creation and grant specific data access to user
- Work in shifts to ensure 24x7 uptime of the platform

REQUIRED PROFILE

Education	Experience and Skills
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Graduation/B.E /B. Tech./ MCA	<ul style="list-style-type: none">● 4+ years of proven experience in software development/testing/operations● 2+ years of relevant experience of supporting IT operations● Good communication skills - verbal and written● Good debugging skills● Working knowledge of Linux, shell scripting, OS Ticket, Grafana etc. <p>Preferred</p> <ul style="list-style-type: none">● Experience of working for a government set up/ project is desirable● Professional certifications would be a plus
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Link to apply for the post :

<http://careers.nisg.org/job-listings-technical-support-analyst-negd-api-setu-nisg-national-institute-for-smart-government-new-delhi-4-to-7-years-220722001661>