Application Support Engineer (L2 Support)
Full-Time
India, Pune
November 2019

A Career Opportunity with CellPoint Digital (cellpointdigital.com)
We are currently seeking an **Application Support Engineer (L2 Support)** who is looking for an exciting and challenging career within CellPoint Digital.

About the Role
To manage incidents and support requests, providing first line support, technical investigation/resolution or referral to relevant resolving groups within the agreed SLAs.

Key Professional Requirements
Responsibilities
- Providing first line support to Clients as well as supporting the internal CellPoint Digital teams.
- Maintaining relationships with customers whilst delivering outstanding customer service.
- Ensure that customer support calls are categorised and prioritised, assigned, logged and resolved in a professional manner.
- Responsible for logging queries and updates into the system.
- Working to SLAs to resolve queries and incidents, providing excellent customer service to the organisation.
- To take ownership of tickets and be proactive when dealing with all issues.
- To allocate calls to the relevant resolver group, initiate escalation procedures and manage incidents.
- Understanding and operating the escalation process.
- Adhere to all service management principles.
- To manage and safeguard the confidentiality, integrity and availability of company and customer information.
- Ensure compliance with organisation policies, procedures and work instructions.
- Produce statistics and management reports.
- Work collaboratively with customers, colleagues and vendors under pressure.
- Co-ordinate and direct activities and tasks.
- Proactively investigating ways to reduce common issues and publishing self-help guides to assist the customer base.
- Updates and maintenance of accurate internal work instructions and processes.

Key Skills and Attributes
- 2 years minimum in a Service Desk/Incident Management role in a technology environment.
- Excellent customer service experience.
- Good communication skills.
- Proven experience in Incident Management and ticket analysis.
- Experience of working in a virtual matrix team.
- Awareness of ITIL v3 Foundation.
- Proficiency in SQL and Log analysis, JIRA Service Desk and Confluence.
- Basic understanding of Android/iOS mobile applications is preferable.
- Knowledge of Payments and Airlines is preferable.

In Order to Apply You Must:
- Be flexible to work a 9 hour shift 24x7 Full Time including weekends.
- Have previous customer focused IT experience or other relevant front line technical services experience or have been involved in using IT in a customer service environment.
- Be able to take ownership of the progression of an incident to resolution.
- Be able to analyse the nature of queries and customer problems and provide suitable solutions within satisfactory timeframes.
- Be able to work under pressure and within tight timeframes in a high-volume environment.
- Have top class communication and interpersonal skills including listening, building rapport, establishing empathy and demonstrating awareness of internal and external issues in a calm and polite manner.

Key Personal Traits
You must be as enthusiastic as we are about developing projects in close contact with our customers and partners in a dynamic and professional international environment. The ideal candidate will:

- Have excellent communication skills.
- Embrace a proactive mindset and be willing to take initiative.
- Be able to work independently and take pride in delivering the best solutions.
- Relish complicated challenges and exhibit the ability to think "out-of-the-box" to solve problems.
- Be a team player who can meet tight deadlines.
- Possess a positive attitude.

Working at CellPoint Digital

CellPoint Digtal offers a career position with great work opportunities. We are experiencing tremendous growth and are looking to expand our team of professionals. We offer:

- A career position with the possibility of international travel.
- Great colleagues, clients, partners and projects - global IT challenges.
- A diverse, fun and challenging job.
- A full-time position, starting as soon as possible.
- Competitive salary based on experience and qualifications.

Work Location: Pune Only

Joining Period: Within one month

If you are interested in applying for this position, please send your CV and application in English to: **careers@cellpointdigital.com**