



# Example of Application Operations Engineer Job Description

Powered by [www.VelvetJobs.com](http://www.VelvetJobs.com)

Our company is searching for experienced candidates for the position of application operations engineer. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for application operations engineer

- Drive the implementation of minor changes and continuous improvements specific to SAP area of expertise
- Lead a resolution of major incidents and underlying problem investigation for all incidents specific to desired SAP domain
- Leading Incident Review & Post Mortem Meetings, deliver required reports and analysis to support Customer SLAs
- Categorize, correlate, prioritize assign and escalate Problems, driving timely investigation of production issues across multiple business units, with a laser focus on maximizing Service Availability
- Create reporting and business analytics (KPI & CSF) for the Problem Management Process
- Provide expert Process guidance to Process stakeholders
- Execute special projects to support ITSM excellence
- Owns relationship with Global Operations for day-to-day operations of managed IT services, including minor enhancements and incident resolution follow up for infrastructure (servers, storage, networks and backups), application availability and performance
- Owns the prioritization, scheduling and execution IT related support calls (including interface with End-User Support team)
- Plan and manage monitor capacity to ensure business needs continue to be met

- Familiarity with Web Services, including RESTful web services and SOAP
- Familiarity with database platforms including PostgreSQL, Microsoft SQL Server, Oracle and DB2
- Good Reporting and MIS skills
- Exposure to TIBCO BW, EMS, Database and File adapters is a plus
- Prior Exposure to Video Management, Mass Alert Notification Systems, Biometric applications would be additional benefit
- Experience with higher level programming languages (.Net, C#, C, Java)