Our innovative and growing company is looking to fill the role of production support engineer. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for production support engineer

- End-to-End support for non-production Brokerage Trading Infrastructure
- Solves problems coordinating between the team and interfacing groups / individuals
- Escalate issues to appropriate groups and track problem resolution
- Interface with clients to provide event status
- Participate in and understand the goals and direction of the organization and assist the group in meeting these goals
- Provide engineering recommendations for process improvements
- Enterprise support and escalations for level 3 Service desk and Engineering Team
- Develop and maintain standard operating procedures and knowledge base of current and new technologies for Servicedesk and Engineering Teams
- Manage vendors and support incidents across offices using well defined SLAs
- Develop and perform routine maintenance and patching schedules in order to keep messaging environment at highest uptime

Qualifications for production support engineer

- Associates Degree or military experience • 2 years of experience in Application Technical Support • 5 years of experience in Network Support • 2 years of experience in Field Computer Technician • 1 year of experience in Reporting and Analysis

- 10 Years of experience in Network Support • 5 years of experience in Field Computer Technician • 2 years of experience in Reporting and Analysis
- Strong experience with scripting language such as BASH, Perl, Ruby or Python
- Good experience working directly with customers , users and providing them support
- Knowledge of Cloud Foundry, AWS and Open Stack fundamentals
- Strong knowledge of SQL and its usage with different databases (Oracle, DB2, MySQL)