Senior Production Support Engineer

Apply Now

Company: Bottomline

Location: India

Category: other-general

Bottomline is at the forefront of digital transformation. We are a growing global market leader uniquely equipped to address the changing needs of how businesses pay and get paid. Our culture of **Working with and for each other** enables us **delight our customers** We empower our teams to **think like owners** driving customer satisfaction, helping them grow their business and win in their markets.

We are looking for **Senior Production Support Engineer** to innovate, win, and grow with us! Bottomline Technologies Digital Banking and Business Solutions division serves a variety of top-tier banks and financial institutions. We provide our customers with web-based software for online banking, payments management, cash management, treasury, and accounts payable automation. We are seeking an incredible new team member to provide support and ensure customer delight.

We are looking for an expert at troubleshooting complex customer production problems in a variety of environments, including BT hosted application environments. You have experience serving as a senior member of a technical production support team, are a master problem solver and have a propensity for driving problems to resolution with an eye on creating the best outcomes for our customers and our business.

If you answer YES to the below questions, we would love to speak with you!

Do you have strong troubleshooting skills and excel at problem solving?

Do you enjoy learning and digging to know more?

Would you want to work directly with customers helping to delight and ensure excellent

communication?

Do you enjoy working cooperatively across teams to gather issue information and drive to resolution?

Are you comfortable speaking to a crowd?

How you'll contribute:

Perform production support, troubleshooting and maintenance.

Remotely and locally debug code using the Bottomline standard tools on BT technology and architecture.

Work with L3 engineering teams on incidents and defects.

Work as a resource for operational process & technology in support of the platform and customer base.

Manage queries in line within a structured case management discipline and achieve the required Service Level Agreements.

Develop and maintain SQL and script monitors.

Perform code reviews to assist with the location of root cause.

You'll provide occasional "after-hours" high-severity issue support.

What will make you successful:

Bachelor's degree, preferably Computer Science degree, and 3-5 years prior experience in a Production Support role.

Minimum 1-years of experience developing Web applications utilizing Oracle database & SQL.

Demonstrated working knowledge of JavaScript and Java Based Web Applications.

Previous experience in a customer facing role, including excellent written and oral communications skills.

Outstanding analytical and triage skills to review application logs to identify root cause.

Ability to prioritize effectively and handle shifting priorities professionally.

Participation in the complete life cycle of an enterprise-wide, web-based application.

Good understanding of Networking principles.

Databases and SQL query language.

Unix/Linux bash command skills.

Advantageous Skills: ELK, Grafana, Rest API calls, Postman, Git, GitLab, Bitbucket, PyCharm, Oracle WebLogic, IBM WebSphere, Tomcat, Apache.

*Open to remote team members

You'll love Bottomline because in everything we do we seek to **delight our customers** and we are passionate about building a **company of which we can all be proud**, and this starts with building amazing teams filled with team members that challenge you every day.

Apply Now

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