

Systems Lead

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Company: Publicis Sapient

Location: Bogotá

Category: computer-and-mathematical

Job Description

Resolve business /functional issues which could be resolved by L1 team

Interact with L1 and keep run-books and Standard support operational procedures(SOP) up-to-date

Perform Ad-hoc support tasks and prepare reports for business

Troubleshoot all the new incidents/issues for which knowledge base is not available and escalated by L1 team

Resolve the incidents/issues as per agreed SLA

Address the service requests as per agreed SLA

Follow the escalation process to escalate to L3 team or next level of support as per escalation metric if unable to resolve the issue within agreed time window

Prepare the Incident post-mortem / RCA(Root cause analysis) report of incidents and share it with all the stakeholders within agreed timeline

Perform the shift handover activities as per agreed SOPs

Participate in problem management, change management, knowledge management, even management etc.

Update knowledge base with new learnings, changes in resolution steps etc. in timely manner

Ensure SLA/KPI (under control of L2 team like incident response time are met and collect/update data of it in required tools

Help shift/team lead to prepare to various operational reports required by internal and external stakeholders

Contribute to support reusable assets and internal knowledge sharing sessions

Work to build-up skills for L3 support level

Work on POC of different solutions, tools etc. POC

Coordinate with L1 and L3 engineers (as per case requirement) on various issues, incidents, service requests, user queries, various changes in environment, various events etc.

Work on automation of manual activities if possible and share the details of automation opportunities with L3 team

Qualifications

3+ yrs of experience in application/ production support experience

Good knowledge of TSQL, SQL Server, SQL Jobs - SQL, SSIS, SQL Agent Job monitoring.

Strong debugging skills; experience debugging independently and do RCA.

Good knowledge of AWS

Good knowledge on ticket system like ServiceNow

Strong Communication and documentation skills

Advance English (C1 level)

Nice to have

Good knowledge of capital management domain, and prior experience in Everest (& Geneva) would be very helpful.

Knowledge of ETL and data warehouse concepts.

Knowledge of Airflow, Snowflake and DBT.

Basic understanding of .Net

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