

# Download File PDF Role Of Application Support Engineer

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s&t

OPEN POSITIONS

Applications Support Engineer  
(Incident management)

## Application Support Engineer

### Role:

- Operate the system on production client premises - custom applications running on Windows and Linux servers in a 24/7 environment (including shifts)

### Responsibilities:

- Incident management and resolution following Standard Operating Procedures (SOP)
- Alert management from automated systems
- Manage escalation of issues to other teams and ensure resolution is reached
- Monitor the environments in portfolio, deploy applications and patch updates to development, QA and production environments following published Standard Operating Procedures (SOPs)
- Evaluate the need for and deficiencies including capacity and performance management and planning
- Interact with the internal clients

### Critical Hiring Criteria:

- Previous relevant experience with Linux or Microsoft Enterprise solutions
- Proficiency in spoken and written English
- Familiar with (or good understanding of) similar technologies - minimum 3 year experience per technology at least of the following:
  - Microsoft Windows Server (2008R2 and above) or Linux (Centos and Redhat)
  - Microsoft SQL Server (2008, 2012, 2014)
  - Monitoring tools and principles
  - Microsoft PowerBI
- Very good understanding of IT processes (Incident and Problem management, Change management), ideally ITIL Foundation certified.

### Application:

- If you know somebody suitable for these positions or if you want to apply, please send a detailed CV by e-mail to [hr@st.com](mailto:hr@st.com)

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