

# Application Support Lead (SRE/Devops) role with One of the Leading IT firm formerly part of NSDL for Mumbai Location

Job Posted by Seema Kakra | June 5, 2024

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Hi,

Request to check below JD & give us your email confirmation for interview process.  
If any Query feel free to call Seema on 7878551502

Company:- Protean eGov Technologies Limited [Formerly Known as NSDL]

Position :- Application Support Lead (SRE/Devops)

Location:- Mumbai

Job Summary:

Role: Application Support Lead (SRE/Devops)

Job Description:

Technology Operations team @Protean, is responsible for availability, reliability, performance, monitoring, emergency response for distributed applications, reducing manual work by implementing modern tools & practices required to run stable production applications to achieve best in class customer experience.

Responsibilities:

As a Devops/Site Reliability Engineer Lead, you'll help support and optimize applications to achieve and maintain stability and resiliency of application by combining modern tools and practices and automation. Working in coordination with customers, development, testing, business & product teams.

- Lead Production Support team to ensure applications are monitored on an ongoing basis with alerts across relevant indicators.

- Works towards becoming an expert on the applications in your remit by understanding its scope, interdependencies, and limitations.
- Focus on fast recovery, Prioritize, Troubleshoot, and resolve tickets, incidents within defined SLAs. Facilitate blameless post-mortems, and ensure permanent closure of incidents and subsequent problem tasks.
- Identify and automate repetitive tasks to reduce/eliminate toil.
- Create and maintain accurate, up-to-date documentation, SOPs.
- Determine future needs for capacity and investigate new products and/or features.
- Keep a proactive approach to spotting problems, areas for improvement, and performance bottlenecks.
- Participate in the 24x7 support coverage as needed
- Build & Maintain uniform Telemetry across environments
- Implement and troubleshoot using observability tools
- Champions production resilience and availability, focusing on superior client experience.

#### Qualifications & Skills:

- 15+ year of hands-on experience in leading application support teams in low latency, high availability applications in role of SRE / DevOps / production support.
- Hands on experience in supporting monolith and modern applications built over latest technology stack hosted in hybrid environment (on premise and public cloud)
- Experience implementing non-functional standards and blueprints related to supportability – logging, alerting, resiliency patterns, etc
- Knowledge and ability to configure tools, alerts, telemetry, observability dashboards over cloud and on-prem hosted applications.
- Experience in configure, analyze logs, building metrics and operational dashboards
- Experience configuring and using ITSM tools (Manage engine, Service now, Jira)

- knowledge of infrastructure components (e.g. routers, load balancers, cloud products, container systems, compute, storage, and networks)
- Working knowledge of Jira, Servicenow/Manage Engine, Kubernetes, dockers, Zabbix, Grafana, Prometheus, Tableau, cloudwatch, kafka, Redis, postgres, DB2, Oracle, Jenkins, apache, tomcat, ansible/puppet, ELK/Splunk, Unix/Python/Powershell scripting, CI/CD pipeline, AWS/GCP/Azure, postman / swagger, SQL or similar tools & technologies.
- Strong knowledge of production support practices for managing Web, Mobile distributed application, expertise in solving complex production issues
- Should be highly proactive with a keen focus on improving uptime availability of our critically important services
- Excellent debugging and troubleshooting skills
- Great team player with the flexibility to work in 24/7 rotating shifts.
- Comfortable in a fast-paced environment while continuously evaluating emerging technologies
- Strong sense of ownership, customer service, and integrity demonstrated through clear communication
- Understanding of application support metrics and their calculations (SLA, SLO, RTO, RPO, DR, SR, HA, MTTR, latency, response time, uptime, etc)
- Certification in ITIL, Devops/SRE is plus
- Certification in any public cloud is desired,

#### About Company:-

About Protean eGov Technologies Limited (formerly NSDL e-Governance Infrastructure Limited) <https://www.proteantech.in/contact-us.html>, [Please ensure to go through the website in detail]

Protean eGov Technologies Ltd., is one of the key IT enabled service providers engaged in conceptualizing, developing and executing nationally critical and population scale greenfield technology solutions.

The company has extensively collaborated with the government over the last 25 years in creating

digital public infrastructure and developing innovative citizen centric e-governance solutions.

The company's core strength lies in not just enabling technology, but also providing the necessary interventions for ecosystem creation and adoption of new technologies and business models.

In these two-and-a-half decades, the company has created strong e-governance interventions impacting multiple sectors of the Indian economy and touching various aspects of a citizen's life - modernizing

the direct tax infrastructure, providing a tax identity to citizens and corporates (issuance of PAN card), strengthening the old-age social security infrastructure

(National Pension System NPS & Atal Pension Yojna APY), promoting financial inclusion by contributing to the India Stack by enrolling citizens for National Identity and enabling the BFSI sector by

providing Aadhaar-based identity authentication and e-Sign services. Over these years, the company has implemented and managed 18 projects spread across seven ministries and autonomous bodies,

ushering positive change in delivery of public services.

To create a truly inclusive service delivery mechanism Protean has established a pan India network of centres to provide assisted services to the digitally excluded. This Phygital model created by

Protean promotes and enables universal access and financial inclusion in the country without bias.

'India's Best Company of the Year 2021' in India's Best IT Enabled e-Governance Service Company Category by Berkshire Media LLC, USA.

'Best IT Company In Western Region' at Business Leaders' Summit & Awards 2021 by Worldwide Achievers Pvt Ltd.

Golden Peacock Award for Innovation Management - 2018

CMMI SVC Version 1.3 - Level 5 for Central Recordkeeping Agency (CRA) - Subscriber Services and CRA Systems infrastructure.

Conferred with an award at ET e@G Summit 2014 for Remarkable Contribution to e-Governance Sector" by ET Edge, An Economic Times Initiative.

ISO/IEC 22301:2012 certification awarded for functions of Central Recordkeeping Agency (CRA) - CRA Settlement.

ISO 9001 - 2015 certificate awarded for functions of Provision of Tax Information Network & PAN related services for Income Tax Department and EASIEST for Department of Customs and Central Excise, Government of India.

ISO/IEC 27001:2013 certification for Information Security Management System awarded for TIN & PAN, CRA, Aadhaar Authentication & e-KYC and NSDLgst functions.

ISO 20000-1:2011 certification awarded for processes based on ITIL framework to manage, maintain and improve service management for CRA infrastructure.

Conferred with the SKOCH Digital Inclusion Award 2011 for Technology in Financial Inclusion for NPS Lite System.

Awarded CMMI Level 3 Certification for CRA functions.

Awarded Tier IV Certification for Data Centres.

India's Best Company of the Year 2021' in India's Best IT Enabled e-Governance Service Company Category by Berkshire Media LLC, USA.

Best IT Company In Western Region' at Business Leaders' Summit & Awards 2021 by Worldwide Achievers Pvt Ltd.

For Management 2000 Placements & Recruitments Pvt., Ltd.,

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