

eCommerce Production Support Engineer

Roles and Responsibilities

- Hands-on programming with Java/J2EE skills
- Production support activities like monitoring, debugging, and root cause analysis
- Collaborate with application development teams, product managers, release managers, and infrastructure operations
- Exercise development skills considering quality, extensibility, reusability, performance, reliability and security
- Excellent debugging and analysis skills in identifying the fixes for issues reported by business team/users in production
- Support delivered projects during warranty period
- Requirements and impact analysis for new business requirements or modification of existing application
- Manage code quality in terms of code practices and design
- Good unit-testing skills with proper test coverage
- Participate in performance tuning/improvement
- Coordinate dependencies with on site and any other external teams
- Experience with Agile methodology and practices

Skills and Qualifications

- Graduate or Post Graduate in computers or relevant field
- 5+ years of experience in Java/J2EE programming
- At least 3+ years of experience in production support for Java applications
- Good written and verbal communication in English

Required Skills

- Excellent debugging skills
- Strong problem-solving and collaboration skills
- Experience with log scraping tools like Splunk
- Experience using monitoring tools

- Experience analyzing thread dumps and memory dumps
- Hands-on experience on Java/J2EE programming
- Thorough understanding of template engine: FTL (Free Marker Templates)
 - Using macros with FTL
- Experience with UI/front-end technologies, such as JavaScript, HTML5, CSS3, NodeJS, and NPM and understanding of DOJO
- Experience with web technologies like Servlets, JTA, JMS, Java mail and Spring
- Experience with any of the ORM frameworks – Spring DAO-JDBC, JPA
- Experience with Web Services development – SOAP, REST
- Usage of code repository tools like SVN, GIT
- Exposure to build and deployment tools, such as ant, gradle, maven, JENKINS
- Solid understanding of coding practices, code quality and code coverage
- Experience with JUNIT and any of the mocking frameworks – Mockito, EasyMock, JMockger
- Web Content Manager(WCM), Adobe Experience Manager (AEM), and understanding of WCM are good to have
- Knowledge of Java/J2EE design patterns good to have
- Exposure to JMS is good to have
- Able to work different shifts for 24/7 production support team