

Production Support Engineer – Java (Shift working)

Pune, Maharashtra (Office based)

We are looking forward for a team member who has: -

- a. Ability to ask the right questions to clearly understand issues and requirements.
- b. Strong communication skills to effectively interact with both customers and internal teams, verbally and through email.
- c. Ability to analyse problems independently, perform impact analysis, and resolve issues with minimal or no hand-holding; strong problem-solving skills are essential.
- d. Capability to fix issues by assessing impact and executing appropriate database scripts, or by providing effective workarounds when applicable.
- e. Strong technical expertise with hands-on experience in Java and Oracle (SQL).
- f. Analysing root cause of issues and implementing changes to prevent re-occurrences
- g. Willingness to work in night shifts aligned with US working hours.

About the role

With the success of our specialist Development and Testing activities based in our Pune office and ambitious growth plans to triple our number of employees in India in the next 18 to 24 months, we are recruiting for additional Java engineers to join our team to handle production support where investigation would be required through java code, Splunk logs, development tool and quick turnaround the issues getting raised.

There are career opportunities with Idox for junior, mid-level and experienced Java Engineers, we are looking for colleagues with leadership potential, as well as combined problem solving, having good knowledge in core & advance java and framework. This role will have added responsibilities of handling dev production support. You'll be joining an international community of Developers and QA professionals based in the UK, Ireland and Pune and working on an evolving portfolio of products, for eight different business streams.

Each Java Engineer is mission critical, analysing customer requirements, ensuring that the software meets our expectations and liaising with the customer/UK team as necessary. You'll also be responsible for planning the tasks required for user stories development and Unit testing. Follow the coding standards and performance-oriented code.

Idox is a stable, independent company growing in Pune to expand our capacity and increase the versatility of our Pune hub. There will be plenty of opportunity for promotion and innovation as we grow, so if you have talent and energy to drive digital transformation for ourselves and our customers, this is the place for you.

You'll be allocated a buddy from day one and will benefit from regular technical and professional development reviews to refresh your skills and goals and keep Idox fresh in return. We are looking for Java Engineers who are technically gifted and want to build a career with Idox.

Initially, during the training period, the working hours will align with IST daytime. Subsequently, support will be provided during US working hours, which will require coverage during IST night hours.

Key responsibilities

- Understand the support cases raised by support team. Ask right questions to understand the impact and to provide solution.
- Should have hands on the Functional part of the product on which dev support will be provided.
- Debugging and Troubleshooting - Identifying and fixing bugs in the codebase if required. Understanding of existing code is must.

- Writing optimum oracle DB scripts. Working with Databases - Writing basic **SQL queries** for retrieving and manipulating data.
- Understanding of the Rest API and Integration of third-party APIs into Java applications.
- Understanding of client-side code while investigating the issue.
- Continuous Learning and staying updated with the **latest functionalities being released in the product.**
- Good **collaboration** with Support team.
- Update **JIRA** regularly with current updates and involve required people as n when required.
- Proficient in using **IDE** for Java development, sql developer, developer tool, with knowledge of understanding and reading the Splunk logs.
- Attend customer meetings to provide quick assistance or understand the exact issue if required.
- **Handling Dev Ops**

To be successful, you'll need to bring:

Excellent communication skills, written and spoken English to:

- Assist in the facilitation of team and customer meetings
- Understand how to communicate difficult/sensitive information tactfully
- Understand the issues/chat/mail/Jira from the team before and during the support.
- Document and communicate the required information on JIRA to keep everyone aligned

Work Management:

- Organize tasks efficiently, collaborating with the team, and continuously improving skills.
- Time Management while working on multiple support cases and urgent ones.
- Maintain a personal knowledge base with key learnings.
- Stay updated with Java frameworks, tools, and best practices and Oracle
- Continuously upgrading your skills and effective learning as a Java support developer

Required Knowledge and Skills:

Development Skills:

- Core Java Fundamentals – OOP, Data Structures, Exception Handling, Multi-threading & Concurrency
- Spring MVC/Struts
- Hibernate
- RESTful APIs
- Oracle
- Extjs
- Jsp, Servlets
- CSS, HTML, Java script
- SVN, GitLab
- Strong problem-solving and analytical skills
- Effective verbal and written communication

Additional desirable qualities:

- Understanding the existing code
- Testing and Debugging skills
- Database knowledge
- Understanding of Agile methodologies
- Reading of splunk logs while investigating the support cases
- Understanding of development tool
- Knowledge on Document management domain.

About Idox

Our specialist software solutions power the performance of government and industry, driving productivity and a better experience for everyone. Built around the user and designed in collaboration with experts who have worked through every detail of every process from end-to-end, our hard-working process engines deliver exceptional functionality and embed workflows that drive efficiency and best practice with a long-term focus for regulated environments.

Through the automation of tasks, the simplification of complex operations, finding scalability as operations evolve, and more effective management of information, we help our customers harness the power of Digital, so they can do more.

We employ around 500 staff in the UK and worldwide, including Europe, North America and Asia, so some travel to meet colleagues may be required.

Our Values



Dynamism
We shape our future



Responsibility
We are accountable for our actions



Integrity
We do the right thing



Valued
We value each other



Excellence
We set the benchmark for quality

DRIVE

The core values taking us forward

Our Culture

We are ambitious in working together to promote a more inclusive environment, which attracts all candidates and signals our commitment to celebrate and promote diversity. Idox is a company where we can all be ourselves and succeed on merit, where we respect all our employees, customers and communities in which we live, work and are a part of.

We recruit and reward employees based on capability and performance – regardless of race, gender, sexual orientation, gender identity or expression, lifestyle, age, educational background, national origin, religion or physical ability. Each office location worldwide, is free to respond to local needs to create a culturally sensitive workplace for everyone. In doing so, we want every employee to feel our commitment to showing respect for all and encouraging open collaboration and communication.

Our Benefits



Family friendly

We understand how important family is to our employees and provide support through difficult times such as bereavement. Idox offers excellent pay and leave benefits for parents and carers welcoming children.



Community

You will have the opportunity to participate in community and local activities, as well as group wide fundraising ventures. We prioritise sustainability and ethical impact on our communities and support employees who choose to carry out volunteer work.



Be heard

Our employee voice is a huge part of life at Idox. We have a number of employee initiatives which support our colleagues to make the most out of their role in Idox. From mental health support to regular CEO Broadcasts, we empower our people to have an impact across our organisation.



Your development

The Idox mentor scheme helps pair you with experienced colleagues to help you achieve personal and professional growth. We also have leadership development and training opportunities to support your career progression.

How to apply

Please submit a CV, and a short cover letter (*maximum 500 words - including salary expectation, and current remuneration*) explaining why you feel you would be suited to this role to **join.us@idoxgroup.com**

Please note successful applicants will need to satisfy the necessary background verification as a standard part of hiring process. This is in order to help us make safer recruitment decisions and prevent unsuitable people from working with access to personal and sensitive data.

Privacy notice

As part of the recruitment process, we will collect data about you in a variety of ways including the information you would normally include in a CV or a job application cover letter, or notes made by our recruiting officers during a recruitment interview.

Please read our Recruitment Data Privacy Policy here: <https://www.idoxgroup.com/policies>