Quality Assurance & Production Support Lead

**About Bondlinc Private Limited**

Bondlinc is a fintech company that aims to provide financial institutions a platform for bond trading. Bondlinc's vision is an improved and automated bond market experience for end clients, financial institutions, and private banks.

**Company Vision**

Our vision is to create an all-encompassing bond trading ecosystem for our clients and their end clients.

**Company Values**

1. Always strive to improve
2. Aim to please the customer, but aim to please the employees first
3. Always be open to your employees, and vice versa
4. Our employees are our family
5. Do more with less
6. Be humble

**Responsibilities**

* Represent QA and Production Support organization on company-wide project teams.
* Monitor process and software changes that impact production support, communicate project information to the production support staff and raise production support issues to the project team.
* Perform production support activities which involve assignment of issues and issue analysis and resolution within the specified SLAs.
* Provide daily support with resolution of escalated tickets and act as liaison to business and technical leads to ensure issues are resolved in timely manner.
* Participate in knowledge transfer to ensure better grasp of the product and domain.
* Suggest fixes to complex issues by doing a thorough analysis of root cause and impact of the defect.
* Coordinate with Application Development Team to successfully deploy software releases in both User Acceptance Testing and Production environments

**Requirements**

* 1-3 years of experience in Application Support and development or related experience
* 1-3 experience supporting applications in Financial Domain recommended
* 1-3 years of experience developing and supporting applications including scripting skills in Perl, Unix Shell Scripting and Windows batch scripting.
* Experience in Incident Management, Change Management and Problem Management.
* Experience in Infrastructure Support, Configuration and Release Management.
* Experience in QA tools like Selinium, Junit etc.

**Preferred Skills**

* Knowledge of the following tools and technologies is recommended: MySQL, Spring Boot , AWS Cloud

**Remuneration**

* 40-45k per annum (negotiable)