

Application Maintenance Engineer

Aliases: Maintenance Engineer, Application Support Engineer, System Support Engineer

Industry/Sector(s): IT-ITeS

JOB DESCRIPTION ¹

The tasks an Application Maintenance Engineer is expected to perform include:

- Ensuring the availability of an application or product for end users
- Interacting with senior client personnel to understand the application issues
- Providing technical support and resolving issues for current business applications
- Monitoring system security and system event log files
- Monitoring and evaluating system metrics to identify vulnerabilities/problem trends
- Monitoring systems to identify issue alerts and customer change requests
- Analysing alerts to accurately identify issues
- Recording issues and change requests using relevant tools and procedures
- Accessing the organizations knowledge base to identify any immediate solutions/workarounds
- Evaluating new design solutions where immediate solutions are not available
- Making agreed changes to address issues, wherever applicable
- Performing testing on the changes
- Preparing documents, deployment scripts and releasing notes using standard templates and tools
- Updating the organizations knowledge base with the changes

WORK ENVIRONMENT ^{1, 6, 3, 2}

- It is a desk job
- Does not require supervising a team
- Local travelling is not part of the job
- Part-time work and contractual jobs are not available
- Work from home is not available for this profile

Working hours

- Multinational organizations usually work for 5 days a week and 8 to 9 hours everyday. This may vary from organization to organization
- Shift system is available
- Overtime may be required

Is the job suitable for a candidate with special needs?

This job is suitable for candidates with One Arm (OA), One Leg (OL), Both Leg (BL), One Arm and One Leg (OAL) and those who are Hearing Impaired (HH)

This may vary from organization to organization

HEALTH AND SAFETY REQUIREMENTS/RISKS

- This job is not considered hazardous or dangerous
- One may develop occupational hazard like poor eyesight, obesity, joint pain, etc. if not taken care of

EDUCATIONAL QUALIFICATIONS AND TRAINING ¹

- Preferably, diploma holder in Engineering or Bachelor's Degree in Science/Technology/Computers/Business or any graduate course
- Certified training for Application Maintenance Engineer (programme aligned to SSC/ Q 0201 released by IT –ITeS SSC NASSCOM)

KEY COMPETENCIES ¹

- Knowledge of relevant product reference guides or support materials
- Knowledge of methods and techniques used to identify/evaluate workarounds or new solutions
- Skilled in developing documentation, deployment scripts and release notes
- Skilled in configuration management and version control techniques for software maintenance/changes
- Knowledge of procedures, practices and tools for developing, testing and applying changes to software
- Knowledge of SDLC and other processes used in software development/maintenance

DESIRABLE COMPETENCIES ¹

- Courses/certifications/technical trainings on specific software applications and their maintenance requirements
- Hardworking and persistent
- Good communication skills
- Strong analytical skills
- Ability to work in a team

PERSONALITY TRAITS ¹

- Hardworking and persistent
- Attention to detail
- Result-oriented
- Good communication skills
- Strong analytical skills
- Team player
- Customer-oriented

AVAILABLE SKILL TRAINING AND LEARNING INSTITUTES

- Colleges across India
- Institutes offering diplomas across India
- Amity University
<http://www.amity.edu/amity-insitutions.aspx>
- Patna Women's College
<http://patnawomenscollege.in/index.php/academics/programmes-courses.html>
- Manav Rachna International University
<http://mriu.edu.in/courses-structure-of-engineering-programs/computer-applications/>

AVAILABLE SKILL TRAINING SCHEMES/SCHOLARSHIPS

For scholarship and schemes, use further links like:

- <https://scholarships.gov.in/main.do>

SAMPLE OF TRAINING AND LEARNING COURSES

- http://www.kanpuruniversity.org/syllabus/bsc_information_technology.pdf
- http://unipune.ac.in/Syllabi_PDF/revise/commerce/3.B.B.A.Syllabus.pdf

CAREER PROGRESSION PATH ⁴

Head of Company/CEO



Domain Lead/Offering Lead



Head of Applications Maintenance



Project Lead –Applications Maintenance



Team Lead –Application Maintenance



Sr. Maintenance Engineer



Application Maintenance Engineer

The progression is indicative

Transfer option

•India: Yes

•Abroad: Yes

(*This field to open the relevant job title when clicked)

EXPECTED EARNINGS ⁵

•For new entrants - Rs 11,500 to Rs 16,500 per month

•For candidates with experience - Rs 25,000 to Rs 36,500 per month

These figures are indicative and subject to change

REQUIRED WORK EXPERIENCE ¹

Generally, 0-2 years of work experience/internship in application maintenance required

CURRENT MARKET TRENDS

Growth and Development in the IT-ITeS Sector in India

India commands attention as the world's largest sourcing destination for IT (Information Technology) industry. This has led to major transformations in the Indian economy and changed the way the world perceives India. Apart from providing the most cost-effective IT solutions to the world, India also houses numerous innovation centres for various global IT firms. This has created a demand for engineering and computer science courses in the education field.

FDI and various other funding are some of the major reasons why India is enjoying the position it does today. Start-ups are receiving increasing importance and motivation from national and international companies. Government initiatives also have a major role to play in this transforming scenario. Digital India Initiative and Start-Up India Campaign have boosted the IT market to achieve more accolades. Largest pool of hire-ready talent and strong opportunities for steady growth are two other reasons why India is one of the top IT destinations in the world.

2015-16 has seen some notable trends in the industry that seem promising. India is being seen as a global sourcing hub and a global delivery model for the world. Not only is India the most preferred source for offshoring, but it also remains one of the most lucrative markets for investment. New technologies and large players gaining advantage are also changing the way this sector functions. The most dynamic change that is being observed in India is tapping of Tier II cities by IT companies and increasing rural access and connectivity. These changes will have a positive impact on the job scenario in India for the IT-ITeS sector.

PROBABLE EMPLOYERS

<http://www.nasscom.in/>

JOB OPPORTUNITIES IN INDIA

Maximum numbers of job openings are available in Bangalore, Chandigarh, Delhi NCR, Hyderabad, Pune, Kolkata, Mumbai and other Metro cities

PEOPLE'S CORNER

Coming soon

KEYWORDS

- Maintenance Engineer
- Support Engineer

OCCUPATIONAL CODES AND STANDARDS

Standard	Code	Description
NCO 2015	2512.0701	Application Maintenance Engineer
ISCO 2008	2512	Software Developers
NIC 2008	62013	Providing software support and maintenance to the clients
QP Reference	SSC/ Q 0201	Application Maintenance Engineer
NSQF	7	Not Available

REFERENCES

1	www.nsdcindia.org/sites/default/files/files/qp-it-application-maintenance-engineer.pdf
2	http://en.wikipedia.org/wiki/Working_time
3	http://socialjustice.nic.in/policiesacts3.php
4	https://pursuite-production.s3.amazonaws.com/media/career_guides/ITS_Career_Guide.pdf
5	http://www.payscale.com/research/IN/Job=Maintenance_Engineer/Salary
6	http://www.naukri.com/job-listings-Maintenance-Engineer-Kalyani-Maxion-Wheels-Ltd-Pune-5-to-7-years-121015000276?src=jobsearchDesk&sid=14665747892492&xp=1&qp=maintenance%20engineer,%20shift,%20timings,%20&srcPage=s