# **Mexico Jobs Expertini®**

## **Technology Analyst**

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Company: Infy Mexico Location: Mexico Category: computer-and-mathematical

## SQL expertise-production support L2/L3

Technology Analyst

117010BR

Job Description

Today, the corporate landscape is dynamic, and the world ahead is full of possibilities! None of the amazing things we do at Infosys would be possible without an equally amazing culture, the environment where ideas can flourish, and where you are empowered to move forward as far as your ideas will take you. At Infosys, we assure you that your career will never stand still, we will inspire you to build what's next and we will navigate further together. Our journey of learnability, values, and trusted relationships with our clients continue to be the cornerstones of our organization and these values are upheld only because of our people.

#### Your role:

As an Application Maintenance and Support Specialist, you will work on maintaining important applications for leading global Financial Services firms.

#### **Required:**

Minimum 4+ year experience in SQL

Excellent Communication skills Good analytical and problem-solving skills.

Strong analytical and problem-solving skills.

Good Time management and organizational skills.

Ability to handle multiple concurrent tasks with minimal supervision.

Maintain accurate records of changes, incidents, projects, and as-built documentation.

Experience working in a team-oriented, collaborative environment.

App Support knowledge and good analyzing skill.

Basic idea in Front End UI related support Good to have Autosys knowledge.

Excellent communication and analytical skills.

#### Preferred:

Experience in Sybase/DB2/RDBMS

Experience with job scheduler (Ex. Autosys), Ticketing tool/JIRA.

#### **Role Description:**

Work actively with team members to analyze and resolve application issues.

Incident Management (Incident resolution, stakeholder communication, bridge management, postmortem analysis, and action items).

User Ticket management (Backlog review,

User interface and manual prioritization).

Planned/unplanned events – Support BCP (Business Continuity Planning), Migration, Holiday activities.

Coordinate release and post release support and handover.

Implement bug fixes, minor enhancements etc.

Identify defects/discrepancies to identify the root cause by debugging or analyzing logs.

Improve application stability by observing patterns, recurring alerts or issues for permanent

fix or automation.

#### Personal:

Besides the professional qualifications of the candidates, we place great importance in addition to various forms personality profile. These include:

High analytical skills

A high degree of initiative and flexibility.

High customer orientation

High quality awareness

Excellent verbal and written communication skills.

#### About Us

Infosys is a global leader in next-generation digital services and consulting. We enable clients in more than 50 countries to navigate their digital transformation. With over four decades of experience in managing the systems and workings of global enterprises, we expertly steer our clients through their digital journey. We do it by enabling the enterprise with an AI-powered core that helps prioritize the execution of change. We also empower the business with agile digital at scale to deliver unprecedented levels of performance and customer delight. Our always-on learning agenda drives their continuous improvement through building and transferring digital skills, expertise, and ideas from our innovation ecosystem.

Infosys is an equal opportunity employer and all qualified applicants will receive consideration without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, spouse of protected veteran, or disability.

Country Mexico State / Region / Province Mexico Work Location Mexico City Interest Group Infy Mexico Domain Banking, Financial services Skillset Technology|Database|MySQL, Technology|Infrastructure- Batch Scheduler|Autosys, Technology|Javascript UI development,Node.js.|Memcache,Nosql ,Algorithms Company Infosys Mexico Role Designation 834ATECHAL Technology Analyst

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