



<https://jobsfor7.com/job/technology-support-iii/>

Technology Support III

Job Location

United States
Remote work from: USA

Base Salary

USD 40 - USD 50

Employment Type

Full-time, Part-time

Description

Position Summary...

What you'll do...

We are looking for Technology application Support candidate who will be required to support the critical AML application . This role would be part of a team with rotational shifts to provide 24/7 support.

About Team:

At Walmart, we prioritize innovation and data security. Our team is dedicated to maintaining a secure operating environment and preserving the trust of our customers, associates, and stakeholders. We combine a range of services and expertise to prevent fraud, detect threats, and manage digital risk and access. Our focus is on mitigating attack risks, securing cloud transformation, and fostering a culture of security and reliability within our team

What you'll do:

- Be Single point of contact for Level 2 and Level 3 trouble shooting and issue resolution, Root cause analysis, and fix recommendations for the long term.
- Should be very effective in standup the support team at a faster pace, so that Development team can focus on product development.
- Audits complex critical systems delivery for business processes
- Demonstrates up-to-date expertise and applies this to the development, execution, and improvement of action plans.
- Should be able to do the RCA and pinpoint the issue for SMEs to provide code fix.
- Models compliance with company policies and procedures and supports company mission, values and standards of ethics and integrity.
- Reduce the impact of application and infrastructure failures on business delivery.
- Review and analyze Incidents to identify root causes (RCA), correlate events, and document Problems.
- Be adept in designing Architectural solutions for Support Tools and Automation.
- Would be required to deal with global stakeholders.
- Build utility tools to automate routine tasks which will help operations and support team.
- Document Tribal knowledge i.e. Constant upkeep of documentation and runbooks to ensure that teams get the information they need right when they need it.
- Determine and compile metrics for reporting.

Hiring organization

Walmart

Date posted

October 15, 2024

Valid through

31.05.2025

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- Support Training environment and Production environment releases (code pushes and configuration changes) as needed.
- Handle network/system administration duties including, but not limited to; installing, testing, configuring, monitoring, maintaining, supporting, and optimizing all network services hardware, peripheral devices.

What you'll bring:

- 8+ Years of experience in overall IT.
- You should be detail oriented, have superior verbal and written communication skills, strong organizational skills, able to multi-task at once, able to work independently and can maintain professionalism under pressure.
- You should be able to identify problems before they happen and implement solutions that detect and prevent outages. You have ability to accurately prioritize projects, make sound judgments, work to improve the customer experience, and get the right things done.
- It is expected that you are strong in the above areas.