



## RxLogix Corporation

**Title:** Database Administration & Support Analyst

**Location:** Noida and Bangalore, India

**Date:** 12th December, 2019

**Job Status:** Full Time

**General Purpose:** Our operations are growing, and we are looking for professionals who shall provide critical and no-critical support to our customer on the products hosted in Cloud or On-prem environment. The ideal candidate shall exhibit high quality technical, customer orientation, communication, escalation management and inter-personal skills. A successful candidate will help shape our customer support experience.

### Essential Duties & Responsibilities:

- To work and collaborate with peer teams for issue resolution – bug fixes, system restoration, change management etc.
- Provide installation and configuration support
- Solve issues and keep track of customer SLA
- Troubleshooting complex issues in product/platform
- Escalate issue within stipulated time
- Should be flexible to work in different time zones while dealing with complex issues
- Should advise customer for right kind of approach while addressing issues or applying changes
- Should mentor the team about technical and process related aspects
- Maintain compliance of deployed solutions/applications

### Minimum Requirements:

- Overall industry experience of 4+ years
- Should have Knowledge of databases - writing & running DB scripts written in PL SQL
- Should possess good knowledge of middleware technologies and hands on experience on major technologies (Weblogic , Tomcat, WebSphere, JBoss etc.)
- Understanding of IT solutions/products in pharmaceutical industry especially about pharmacovigilance
- Collaborates effectively with peer engineers, product engineering and cross functional teams to get the necessary assistance on deployments and in delivering timely solutions to customers
- Should be able to independently solve customer issues
- Ability to document/create IQs and being extremely thorough about it
- Good verbal and written communication skills
- Ability to execute IQs and again being thorough about it. Follow the Good Test Execution practices consistently

- Ability to perform DB monitoring tasks. Performance Tuning skills are not expected.
- Understanding of ETLs and how they work
- Well versed with DB export, import, creation of Oracle DB instances, and other DB administration tasks
- Should understand Change management and ISM framework such as ITIL

**Additional Qualifications:**

- Organized and methodical
- Understanding and experience of working with cloud-based deployments
- Understanding and experience of RDBMS such as Oracle, SQL, Azure SQL, AWS RDS
- Understanding of DevOps and automation methodology
- Experience in maintaining GxP regulated environments
- Good understanding of CFR 21 Part 11
- Should be flexible to work in 24\*7 support environment

**Travel Expectations:**

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