

Job Title: L2 Support /Application Support			
Location:	Hyderabad	Band/Grade:	Band 1C
Department:	Health Tech Team	E-mail id to apply:	Hr.psl@piramalswasthya.org
		Last Date to apply:	
Purpose of Job	<p>The L2 Support Engineer is responsible for providing advanced technical support, troubleshooting, and resolution of application, system, and operational issues to ensure the stability, availability, and performance of business-critical systems. The role acts as an escalation point from Level 1 support, collaborates with development, infrastructure, and business teams, and ensures timely incident resolution while maintaining service level agreements (SLAs). The L2 Support Engineer will support multiple applications, platforms, and projects as required, adapting to changing business needs and operational priorities while contributing to continuous service improvement and customer satisfaction.</p>		
Key stakeholders	External		Internal
	Tech Partners, Govt Stakeholders		L1, Health Tech Team, BIDA, IT, QA, OPs
Reporting structure	Role directly reports to		
	<ul style="list-style-type: none"> • SPM 		
Essential Qualifications	Bachelor's Degree in Computer Science/Information Technology or equivalent		
Essential Experience	<ul style="list-style-type: none"> • 2–4 years of experience in application support / mobile app support • Exposure to Android app deployments and troubleshooting 		
Essential Skills	<ul style="list-style-type: none"> • Strong understanding of Android applications, APIs, and network calls (REST/JSON) • Ability to analyze logs, crashes, and errors to identify root causes • Experience in handling L2 support tickets and escalating to L3/dev teams as needed • Basic knowledge of deployment workflows (builds, patches, releases) • Good communication skills for coordination with internal teams, vendors, and clients • Ability to work independently and within a team 		
Good to have	<ul style="list-style-type: none"> • Experience with tools like Postman, Android Studio logs, Firebase Crashlytics • Familiarity with CI/CD pipelines for mobile app releases • Understanding of SQL basics for troubleshooting backend data issues • Knowledge of healthcare or health-tech systems (preferred but not mandatory). 		
Travel Requirements	<ul style="list-style-type: none"> • On need basis 		

Values

Knowledge	<ul style="list-style-type: none"> ● Expertise – we strive for a deeper understanding of our domain ● Innovation – we aspire to do things creatively
Action	<ul style="list-style-type: none"> ● Intrapreneurship – we are empowered to act decisively and create value ● Integrity – we are consistent in our thoughts, speech and action
Care	<ul style="list-style-type: none"> ● Trusteeship – we protect the interests of our customers, community, employees, partners and shareholders ● Humility – we aspire to be the best, yet strive to be humble

Key Roles/Responsibilities:

- Handle L2 tickets and escalate issues to L3/development teams when needed
- Diagnose issues related to network calls, APIs, and app performance
- Support app deployments – builds, patches, upgrades across environments
- Track and report deployment status, issues, and resolutions
- Work closely with QA and developers during releases and production rollouts
- Maintain deployment and troubleshooting documentation
- Provide basic application training and handholding for field users if required
- Ensure SLAs are met for response and resolution times
- Participate in root cause analysis and continuous improvement of support processes
- Responsible to drive all technical and functional issues towards closure
- Handling all issue escalated from L1 Team
- Responsible for Diagnostics/Recce, Deployments, Application training and hand holding health staff.
- Diagnosis, investigation, resolution, coordination with business, application owners, infrastructure support
- To assist with the support of internal applications and infrastructure
- Package install, upgrades in different environments. Deployment of patches in multiple environments and tracking the same.
- Previous experience dealing with support cases or requests via e-mail, telephone and in person
- Ensuring that client systems are fully operational, and any loss of service is restored in a timely and efficient manner
- Providing a high level of service to stakeholders and adhering to our strict SLAs for response and restoration times
- Problem determination, workaround resolution, root cause analysis, major incident management
- Deployment of service releases, patches, requests and customizations
- Ensure that solution and application support documentation is maintained to the highest quality and accuracy
- SQL Server administration and SQL Backups, Schedulers, Services monitoring
- Provide Regular trainings to the team
- Excellent analytical and problem-solving skills
- Flexibility - responsibilities may require occasional evening and weekend work

About Organization -

Piramal Foundation is a philanthropic arm of Piramal Group. The foundation undertakes projects under the four broad areas – healthcare, education, livelihood creation and youth empowerment. These projects are rolled out in partnership with various communities, corporate citizens, NGO's and government bodies.

Piramal Swasthya is a registered non-profit organization supported by Piramal Foundation and believes in Democratizing Healthcare - making healthcare accessible, affordable and available to all segments of the population, especially those most vulnerable. In order to achieve this goal, we leverage cutting edge information and communication technologies to cut costs without



compromising quality as well as public-private partnerships to scale its solutions throughout India. We are present across India in 13 states with a 3800+ strong employee team comprising of 450+ Doctors and specialists. Our innovative technology based solutions have helped State governments to address the issue of availability and accessibility of quality healthcare to needy sections of society.

www.piramalswasthya.com, <https://www.piramal.com/foundation>

Application process: (Mandatory to fill the form)

To apply, please fill the below form using the link below and share your resume on ***hr.psl@piramalswasthya.org***

<https://forms.gle/W2N24L8SvQicdT3X6>

Note: - Subject Line of the Mail Should be- **L2 Support/Application Support**