



## DO YOU WANT TO BUILD A CAREER IN THE IT INDUSTRY?

### HEXAWARE TECHNOLOGIES GMBH

Join our diversified workforce from around 20 countries and 80 leading global academic institutions, constantly working in an innovation-led approach to realize the company's vision "to continuously amplify human potential through the use of digital technologies".

We are looking at our customer site in Bad Homburg for Technology /Digital Architects, eager to learn and progress in our fast growing next - gen provider of IT, BPO and Consulting services.

AUTOMATE EVERYTHING, CLOUDIFY EVERYTHING and TRANSFORM CUSTOMER EXPERIENCE is our three-pronged strategy to fast-track enterprises into the digital era.

<b>Title</b>	Technology / Digital architect	<b>Discipline</b>	Graduates from IT/Computer Science/Similar qualification
<b>Job type:</b>	Permanent employment	<b>Location</b>	Working at the customer site in Bad Homburg (due to the pandemic situation remote working is possible)

#### TASKS:

- L2 support for the Operations - primarily production support team - production both online and batch for the Apps up and running. This team has to ensure that Apps will have the high availability to the users
- Batch/Online monitoring
- Closely working with the customer to resolve their questions and provide the clarifications
- Understanding of the tickets/defects raised by the users
- Providing the clarifications to the business and users
- Provide the initial analysis quickly
- Hot fixes into the production (entire life cycle of the development)
- Reporting to the customer on the production issues and providing the planning
- UAT support for the projects and releases - User Acceptance Testing for the hotfixes, planed deployment of the defects, CRs and Projects
- Coordination to the offshore teams and get the things done as per the plan - appropriate support from experienced colleagues provided
- Facilitating the communication between offshore teams and the customer

**JOINING:**  
As soon as possible

**LANGUAGE:**  
German and English

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#### COMPANY INFO:



Hexaware is a CMMI Level 5 global IT services & consulting company which specializes in delivering complex technology solutions. The strategy endeavors to power human-machine collaboration - solve complex business problems using a combination of human creativity & intellect. We leverage the power of ubiquitous data, insights-driven algorithms and strategic cloud computing to help customers achieve business transformation. We are on a holistic transformation journey re-imagining processes, leveraging design thinking, digital tools and technology to transform how IT services are delivered.

#### BENEFITS:



- Annual Subscription for the Fitness Studio
- Twice in a year reimbursement of the entry fee for the football match or concert
- Office Mobile
- Visit to India during initial induction