Job Description – L1 Engineer (Customer App)

Position: L1 Engineer – Customer App
Department: Technology / IT
Experience: 2–3 Years
Location: Delhi NCR
Employment Type: Full-Time
Reporting To: Technology / IT Team
Salary: As per industry standards.

About the Role

We are looking for an **L1 Engineer – Customer App** to provide first-level technical support, monitoring, troubleshooting and issue resolution for the Bharat Taxi customer application.

The candidate will act as the **first technical point of contact for customer-app production issues** and will coordinate with the technology partner, for L2/L3 technical resolution.

The engineer must be capable of **independently analysing application behaviour, APIs and database records before escalating issues**, ensuring that only properly verified issues are forwarded to the technology partner.

Key Responsibilities

- Monitor the Bharat Taxi customer app and identify application, API and functional issues.
- Provide **L1 troubleshooting and first-level resolution** for customer-app issues.
- Investigate issues related to:
    - Login/OTP
    - Registration and profile
    - Cab search and booking
    - Fare calculation/display
    - Driver allocation
    - Ride tracking
    - Cancellation
    - Payments
    - Notifications
    - SOS and emergency features

- Analyse application logs, API responses and database records.
- **Query the database using SQL to independently verify reported issues before escalation.**
- Cross-check **app behaviour, API responses and database records** to determine the actual source of an issue.
- Verify customer, booking, ride, fare, payment, driver-allocation and transaction data where relevant.
- Identify incorrect, missing, duplicate or inconsistent database records.
- Determine whether an issue is related to the customer app, backend, API, database, payment system, maps/GPS, infrastructure or third-party integration.
- **Do not escalate an issue as a technical defect without reasonable L1-level verification**, wherever application, API or database data is relevant.
- Classify every production incident according to the defined severity matrix.
- Escalate verified L2/L3 technical issues to **Technical partner** with complete technical evidence.
- Attach relevant logs, API responses, database findings and reproduction steps to the escalation ticket.
- Coordinate with Technical partner until the issue is resolved.
- Verify fixes provided by Technical partner before closing incidents.
- Monitor application performance, errors and service availability.
- Maintain incident, escalation and issue-resolution trackers.
- Identify recurring problems and recommend preventive measures.
- Support production releases and post-release monitoring.
- Prepare daily/weekly reports on incidents, recurring issues, SLA compliance and resolution status.

Database Querying & Issue Verification

The L1 Engineer must have practical SQL/database troubleshooting capability and should be able to:

- Write basic to intermediate **SQL queries** for issue investigation.
- Query relevant production/support databases, subject to authorised access controls.
- Verify customer, booking, ride, fare, payment and driver-allocation records.

- Compare application/API information with database records.
- Identify missing, incorrect, duplicate or inconsistent data.
- Determine whether an incident is caused by:
    - Application behaviour
    - API/backend processing
    - Database/data inconsistency
    - Configuration
    - Third-party integration
    - User/device/network conditions
- Record database findings in the incident ticket before escalation.
- Share only the **minimum necessary data** with Technical partner and avoid unnecessary exposure of customer/driver PII.

Escalation Responsibilities

The L1 Engineer will:

- Identify and classify every incident according to the severity matrix.
- **Perform L1-level application, API and database verification before escalation.**
- Create a detailed incident/ticket for **technical partner**.
- Include:
    - Issue description
    - Severity/Priority
    - Customer impact
    - Number of affected customers/rides
    - Date and time of occurrence
    - Screenshots/videos where applicable
    - API request/response details
    - Error codes and logs
    - Relevant database findings
    - Device and app version

    - Steps to reproduce
    - Business impact
    - Initial troubleshooting performed
- Escalate **P1 and P2 issues immediately** through the designated escalation channel.
- Follow up with Technical partner until resolution.
- Escalate unresolved issues to the designated senior/vendor management level when the agreed SLA is breached.
- Validate and document fixes before closing incidents.
- Maintain an **open/closed/overdue incident tracker**.
- Maintain a **root-cause and recurring-issue register**.
- Highlight repeated or unresolved issues to the Technology/IT management team.

Required Skills

- 2–3 years of experience in application/production support or software engineering.
- Good understanding of **mobile applications and REST APIs**.
- **Strong practical SQL/database querying skills.**
- Ability to investigate application issues by querying databases.
- Knowledge of API testing tools such as Postman.
- Experience analysing application/server logs.
- Understanding of JSON, HTTP methods, status codes and API authentication.
- Basic understanding of mobile app release, versioning and crash/error monitoring.
- Familiarity with Jira, Git and monitoring/logging platforms.
- Good troubleshooting and analytical skills.
- Good communication skills and ability to coordinate with external technology vendors.

Desirable Skills

- Experience in **mobility, taxi, ride-hailing, logistics or transportation platforms**.
- Experience supporting Android/iOS applications.
- Knowledge of PostgreSQL/MySQL.
- Knowledge of payment gateways, maps/location APIs and notification services.

- Basic knowledge of Java/Spring, Node.js, Python or similar backend technologies.
- Experience working with external technology/service providers.
- Experience in production-support environments with defined SLAs and escalation procedures.

Key Performance Indicators

- Customer app uptime and availability.
- Average incident response time.
- Average incident resolution time.
- First-level resolution percentage.
- P1/P2 escalation compliance.
- SLA adherence by severity.
- **Percentage of escalations supported by proper database/API verification.**
- Number of incorrectly escalated issues.
- Number of recurring incidents.
- Quality and completeness of vendor escalations.
- Timely verification of fixes.
- Reduction in unresolved/overdue incidents.
- Quality of daily/weekly incident reporting.

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