Job Description – L1 Engineer (Driver App)

Position: L1 Engineer – Driver 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 – Driver App** to provide first-level technical support, monitoring, troubleshooting and issue resolution for the Bharat Taxi driver application.

The candidate will act as the **first technical point of contact for driver-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 driver application and identify technical and functional issues.
- Provide **L1 troubleshooting and first-level resolution** for driver-app problems.
- Troubleshoot issues related to:
    - Driver login and OTP
    - Driver registration/profile
    - Document/status verification
    - Online/offline status
    - Ride request and acceptance
    - Driver allocation
    - Navigation and GPS
    - Ride start/end
    - Fare and earnings
    - Cancellation

    - Payments and settlements
    - Notifications
    - SOS/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 driver, booking, ride, allocation, fare, earnings, payment and transaction data where relevant.
- Investigate GPS, location, network and device-related problems.
- Identify whether an issue originates from the driver app, backend, API, database, maps/GPS, payment system, 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 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.
- Test and validate fixes before closing incidents.
- Support production releases and monitor application behaviour after releases.
- Maintain incident, escalation and resolution documentation.
- Track recurring driver-app issues and identify opportunities for permanent fixes.
- Prepare daily/weekly production-support reports.

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 driver, booking, ride, allocation, fare, payment and earnings 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
    - Driver device/network/GPS conditions
- Record database findings in the incident ticket before escalation.
- Share only the **minimum necessary data** with Technical partner and avoid unnecessary exposure of driver/customer 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
    - Driver/rider impact
    - Number of affected drivers/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
    - GPS/location information where relevant
    - 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 senior/vendor management if the agreed SLA is breached.
- Validate fixes provided by Technical partner before closure.
- Maintain an **open/closed/overdue incident tracker**.
- Maintain a **root-cause and recurring-issue register**.
- Highlight repeated or unresolved issues to Technology/IT management.

Required Skills

- 2–3 years of experience in application support, production support or software engineering.
- Strong understanding of **mobile applications and REST APIs**.
- **Strong practical SQL/database querying skills.**
- Ability to investigate application issues by querying databases.
- Experience with Postman or similar API testing tools.
- Ability to analyse application and server logs.
- Understanding of JSON, HTTP methods, API status codes and authentication.
- Basic understanding of GPS/location services and mobile network issues.
- Familiarity with Jira, Git and application monitoring tools.
- Strong troubleshooting and analytical skills.
- Good communication and coordination skills.

Desirable Skills

- Experience in **ride-hailing, taxi, mobility, logistics or transportation technology**.
- Experience supporting driver/rider applications.

- Knowledge of PostgreSQL/MySQL.
- Understanding of Maps/GPS APIs and location tracking.
- Knowledge of payment gateway and digital payment integrations.
- Basic knowledge of Java/Spring, Node.js, Python or similar technologies.
- Experience working with external technology/service providers.
- Experience in production systems with defined SLAs and escalation procedures.

Key Performance Indicators

- Driver app uptime and stability.
- 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.
- Reduction in recurring driver-app issues.
- Quality and completeness of vendor escalations.
- Timely validation of fixes.
- Reduction in overdue/unresolved incidents.
- Impact of technical issue resolution on successful ride completion.