



Hiring- ifsjobs@techmahindra.com

Job Title: L1 Support Engineer – AMS (IFS Cloud) – French Speaking

Job Summary:

We are seeking a French-speaking L1 Support Engineer to join the Application Management Services (AMS) team for the AMS project. This role serves as the first point of contact for end-users, providing incident resolution and service request handling in alignment with ITIL processes. The position requires strong communication skills in French and English and a basic understanding of ERP systems.

Key Responsibilities:

- ❖ Incident Management:
 - Log, categorize, and prioritize incidents in the ticketing system (like Service Now/Jira).
 - Perform initial troubleshooting and resolve low-complexity issues based on SOPs.
 - Escalate unresolved cases to L2/L3 teams following defined workflows.
- ❖ Service Request Handling:
 - Address standard requests such as password resets and navigation assistance.
 - Ensure timely and accurate updates to users in French and English.
- ❖ Knowledge Management:
 - Document resolutions and update knowledge base articles for recurring issues.
- ❖ Reporting:
 - Prepare daily/weekly ticket status reports for the Service Delivery Manager.

Required Qualifications:

- ❖ Education: Bachelor's degree in Computer Science, IT, or related field.
- ❖ Experience:
 - 1–2 years in IT support or helpdesk environment.
 - Exposure to ERP systems (IFS Cloud preferred).
- ❖ Language: Fluent in French and English (mandatory).
- ❖ Technical Skills:
 - Familiarity with ITIL processes.
 - Basic troubleshooting of ERP and related applications.
- ❖ Tools: Experience with ticketing systems (Service Now, Jira Service Management).

Competencies:

- ❖ Strong communication and interpersonal skills.
- ❖ Customer service orientation with problem-solving ability.
- ❖ Ability to work in a multicultural, distributed team environment.

Work Conditions:

- ❖ Support Window: 9x5 coverage with on-call rotation for priority incidents, follow the sun.
- ❖ Location: India with coordination to offshore teams in India.