Job Title: L2/L3 AMS Support Engineer – Cloudera / Spark
Experience: 4+ Years
Location: Mumbai - Work from Office

Job Summary

We are looking for an experienced L2/L3 AMS Support Engineer with strong expertise in Apache Spark, PySpark, and Cloudera Data Platform (CDP) to support and maintain enterprise data platforms and production data pipelines. The ideal candidate should have hands-on experience in production monitoring, incident troubleshooting, Root Cause Analysis (RCA), and ITIL-based service management.

Key Responsibilities

- Monitor and support production data pipelines, applications, and data platform services.
- Troubleshoot and resolve L2/L3 production incidents within defined SLA timelines.
- Perform Root Cause Analysis (RCA) and implement preventive and corrective actions.
- Support Apache Spark, PySpark, Cloudera Data Platform (CDP), Ozone, Iceberg, Redis, and Oracle GoldenGate (OGG).
- Manage Stonebranch job scheduling, workflow orchestration, and production batch monitoring.
- Support data lake architecture, data processing workflows, and platform stability.
- Perform production deployments, change implementation, and release validation.
- Work with development, business, database, and infrastructure teams to resolve technical issues.
- Participate in on-call rotations and critical incident management.
- Identify automation opportunities and drive operational improvements.

Mandatory Skills

- 4+ years of experience in application support, production support, or AMS.
- Hands-on experience with **Apache Spark / PySpark** and **Cloudera Data Platform (CDP)**.
- Knowledge of **Ozone and Iceberg** data lake architecture.

- Experience with **Linux/Unix and SQL**.
- Strong troubleshooting, production monitoring, and RCA skills.
- Good understanding of ITIL processes, including Incident, Problem, Change, and Service Request Management.
- Strong communication, ownership, and accountability.

Good-to-Have Skills

- Oracle GoldenGate (OGG) and GoldenGate Big Data Adapter.
- Redis administration and production support.
- Stonebranch job scheduling and workflow orchestration.
- Cloudera AI on AWS Cloud.
- Experience supporting enterprise-scale data platforms and distributed data processing systems.

Education: B.E./B.Tech in Computer Science, IT, or a related engineering field, or MCA