

TIBCO Support Engineer

About iSteer Technologies:

iSteer's mantra of **"taking the quantum leap"** with "smarter technology" solutions, is producing what customers wanted in a fraction of time, with fewer people, less overall cost and getting the product to market when it is still relevant to target customers. We truly believe "technology must not only support our customer's business, but it must advance it at a faster pace". At iSteer (ISO 27001:2013 certified), we enable our customers, achieve a competitive advantage with technology solutions and products that are derived from decades of cross-industry experience and technology expertise. iSteer helps transform the business of several global enterprises with their technology needs across industries.

We provide **Digital Integration, Data Engineering and connect enterprises by providing Robotic Process Automation, IOT, Cloud, and AI solutions**, through our world-class product engineering expertise, our products like AppSteer make it easier to transform businesses digitally. We have exponentially grown our operations across the globe with 250+ employees **at our offices in India, Singapore, United States, Canada and Dubai**. Our expansion globally has always been a remarkable difference and delivers key results to our customers. Our renowned partners are Workato Platinum Partner, TIBCO Gold Partner and Dell Boomi. Life at iSteer, where a fine line of young and experienced minds leads into the infinite opportunities in the digital era.

At iSteer, we make sure that talent meets technology in a culture which is driven by knowledge and growth. Being a part of iSteer makes you a stakeholder of achievements which will turn your latent potential into a success story. It is also enabled by excellence into our culture which encourages individual development, embraces an inclusive environment, rewards innovative excellence and supports our communities.

Why join us:

- Competitive salary + benefits
- We value work-life balance and encourage taking vacations
- Excellent leadership and an outstanding network of individuals
- On-going regular training certifications sponsored by iSteer.
- Know more about us and follow us @ <https://isteer.com/>.

Position Overview

We are seeking a skilled TIBCO Support Engineer to provide technical support and maintenance for our TIBCO integration platform and related enterprise applications.

The successful candidate will troubleshoot complex integration issues, optimize system performance, and ensure high availability of critical business processes.

Key Responsibilities

- Technical Support & Troubleshooting
- Provide L1/L2 technical support for TIBCO BusinessWorks, EMS, Administrator, and related products
- Diagnose and resolve complex integration issues, performance bottlenecks, and system failures
- Analyze logs, error messages, and system metrics to identify root causes
- Coordinate with vendors and internal teams for escalated issues
- Maintain detailed documentation of incidents, resolutions, and best practices

System Administration & Maintenance

- Monitor TIBCO infrastructure health, performance metrics, and resource utilization
- Perform regular system maintenance, patching, and upgrades
- Manage TIBCO domains, engines, and application deployments
- Configure and maintain TIBCO Enterprise Message Service (EMS) queues and topics
- Implement backup and disaster recovery procedures

Development Support

- Assist development teams with TIBCO BusinessWorks application design and optimization
- Review and validate integration solutions for performance and scalability
- Support deployment processes across development, testing, and production environments
- Provide technical guidance on TIBCO best practices and design patterns

Process Improvement

- Identify opportunities for automation and process optimization
- Develop monitoring scripts and alerting mechanisms
- Create and maintain technical documentation and runbooks
- Participate in change management and release planning activities

Required Qualifications

Technical Skills

- 3+ years of hands-on experience with TIBCO BusinessWorks (5.x/6.x)

- Strong knowledge of TIBCO Enterprise Message Service (EMS)
- Experience with TIBCO Administrator and monitoring tools
- Proficiency in XML, XSD, XSLT, and web services (SOAP/REST)
- Understanding of JMS, database connectivity, and file processing
- Knowledge of Linux/Unix system administration
- Experience with SQL and database troubleshooting

Preferred Technical Skills

- TIBCO Spotfire, TIBCO Cloud, or other TIBCO suite products
- Scripting languages (Shell, Python, Perl)
- Application servers (WebLogic, WebSphere, Tomcat)
- Load balancers and clustering technologies
- Docker, Kubernetes, or containerization technologies
- CI/CD tools and DevOps practices

Soft Skills

- Strong analytical and problem-solving abilities
- Excellent communication skills for technical and non-technical audiences
- Ability to work under pressure and manage multiple priorities
- Customer service orientation with focus on issue resolution
- Team collaboration and knowledge sharing mindset

Education & Certifications

- Bachelor's degree in Computer Science, Information Technology, or related field
- TIBCO certification (preferred but not mandatory)
- ITIL Foundation certification (preferred)

Experience Requirements

- Minimum 3-5 years in enterprise integration or middleware support
- Experience supporting mission-critical production systems
- Background in 24/7 support environments preferred
- Previous experience with incident management and ticketing systems