SRE– Data Management Tools

Job Summary:

We are looking for a detail-oriented and proactive **SRE** to manage and support data management platforms such as **Informatica**, **MDM (Master Data Management)**, **Reltio**, **SAP MDM & Tibco EBX**. The ideal candidate will have hands-on experience in supporting enterprise data integration and management solutions, ensuring data accuracy, availability, and performance.

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/.

Key Responsibilities:

- Monitor and support production data pipelines and integrations built using EBX, Informatica, Reltio, SAP MDM, and other MDM tools.
- Experience with **TIBCO EBX** (formerly Orchestra EBX) is a **plus**.
- Resolve incidents and issues related to data load failures, job performance, and data quality in production environments.
- Perform root cause analysis and implement permanent fixes to recurring issues. Work closely with development, QA, and data governance teams to ensure stable and consistent data delivery.
- Coordinate scheduled maintenance and deployments with minimal impact to end users. Create and maintain documentation for support processes, configurations, and known issues.
- Participate in on-call rotations or after-hours support as needed.

Required Skills:

- Strong hands-on experience with at least **one of the following tools**: Informatica, TIBCO EBX, PowerCenter, Informatica MDM, Reltio, SAP MDM etc
- Good understanding of **ETL concepts**, **data warehousing**, and **data quality** principles. Solid SQL skills for data analysis and troubleshooting.
- Experience in **monitoring tools** (e.g., AppDynamics, Splunk, Dynatrace) is a plus. Familiarity with ticketing systems like **ServiceNow**, **JIRA**, or similar.
- Hands-on experience working in Linux environments.
- Experience in handling incidents and change requests.
- Experience in performing and documenting RCA.
- Good understanding and hands-on experience in defining, monitoring, and maintaining SLA, SLI, and SLO to ensure system reliability and availability.
- Hands-on experience with shell scripting is a plus.
- Strong analytical and communication skills.

Preferred Qualifications:

- BE/BTECH or Masters in Computer Science, Information Systems, or related field.

- ITIL certification or familiarity with ITIL processes.

- Prior experience in a **24/7 production support environment**.

- Knowledgeofcloud-baseddataplatforms(e.g., AWS, Azure, orGCP) isaplus.