



## Capgemini Mexico is looking for L2 Production Support

**Location:** any state of Mexico

**Industry - Sector:** Financial Services – Banking

### What you'll bring:

- Experience as a **L2 support engineer**
- Good communication skills with ability to articulate the **technical and functional aspects of development/production problem** to help drive solutions with **App Dev teams and senior stakeholders**
- **ITIL Process experience** with Service Mgmt., Knowledge Mgmt.,
- Incident Mgmt
- Hands-on **experience in SQL (PL/SQL)**
- Capable to analyze joint's, Store Procedures and triggers
- **Unix and Shell Scripting are mandatory.**
- Capable to monitor processes and scripts errors
- Hands-on Read and Debug Code (Java or any OOP Language)
- Skilled in Debugging and Troubleshooting. Ability to perform RCA

**Soft skills:** Work Underpressure, Quality at work, Results Oriented

### What can YOU expect in a career with Capgemini?

- Working in a team environment, Consultants will focus on the analysis, design and development of technology-based solutions for Capgemini's clients.
- You will work alongside technical, functional and industry specialists to assist with the development, implementation and integration of innovative system solutions including methods, techniques and tools.
- You will contribute to client satisfaction by providing timely and responsive value-added services and work products.
- Capgemini offers a competitive compensation and benefits package.

- Headquartered in Paris, France, Capgemini has a presence of more than 340 thousand professionals in Mexico distributed among 3 sites located in Mexico City, Monterrey and Aguascalientes. A deeply multicultural organization.
- Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore, its worldwide delivery model.

### You will love this job because

- Capgemini focuses on giving each new hire a YOU-nique experience through our recruitment process and on-boarding program, as well as by helping you to build your own career and professional skills foundation.
- Capgemini provides a collaborative environment that embodies and holds the following stated values close to heart: Honesty, Boldness, Trust, Freedom, Team Spirit, Modesty, and Fun.
- Capgemini cultivates an atmosphere for development that enables YOU to be hands-on, planning for your growth, both horizontally and vertically.

*“At Capgemini Mexico, we aim to attract the best talent and are committed to creating a diverse and inclusive work environment, so there is no discrimination based on race, sex, sexual orientation, gender identity or expression, or any other characteristic of a person. All applications welcome and will be considered based on merit against the job and/or experience for the position”*

### About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, cloud and data, combined with its deep industry expertise and partner ecosystem. Get the future you want |

<https://www.capgemini.com/mx-es/>