



Sahakar Taxi Cooperative Limited

सहकार टैक्सी कॉपरेटिव लिमिटेड

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Dt 9th September 2026

To

AMUL, NCDC, IFFCO, KRIBHCO
NDDDB, NABARD, NAFED, NCEL

**Sub- Circulation of Recruitment Notice in your official website & Notice board-
Reg**

Dear Sir/ Madam

We are enclosing herewith job description & other details for the following positions required for HO- Delhi.

1. L1 Engineer – Driver App
2. L1 Engineer – Customer App
3. Full Stack Developer
4. Executive (Performance Marketing)
5. Senior Data Analyst – AI & Mobility Analytics

You are requested to kindly circulate the vacancies in your website & notice board, so that eligible & interested candidates can apply.

Last date of receiving applications from eligible candidates is 21st September 2026.

Your cooperation in this regard will be highly appreciated.

With Regards

For Sahakar Taxi Cooperative Limited.


(Col Himanshu) 9/9/26
CEO

Encl- As Above.

Job Description – L1 Engineer (Driver App)

Position: L1 Engineer – Driver App

Department: Technology / IT

Experience: 2–3 Years

Location: Delhi NCR

Employment Type: Full-Time

Reporting To: Technology / IT Team

Salary: As per industry standards.

About the Role

We are looking for an **L1 Engineer – Driver App** to provide first-level technical support, monitoring, troubleshooting and issue resolution for the Bharat Taxi driver application.

The candidate will act as the **first technical point of contact for driver-app production issues** and will coordinate with the technology partner, for L2/L3 technical resolution.

The engineer must be capable of **independently analysing application behaviour, APIs and database records before escalating issues**, ensuring that only properly verified issues are forwarded to the technology partner.

Key Responsibilities

- Monitor the Bharat Taxi driver application and identify technical and functional issues.
- Provide **L1 troubleshooting and first-level resolution** for driver-app problems.
- Troubleshoot issues related to:
 - Driver login and OTP
 - Driver registration/profile
 - Document/status verification
 - Online/offline status
 - Ride request and acceptance
 - Driver allocation
 - Navigation and GPS
 - Ride start/end
 - Fare and earnings
 - Cancellation

- Payments and settlements
- Notifications
- SOS/emergency features
- Analyse application logs, API responses and database records.
- **Query the database using SQL to independently verify reported issues before escalation.**
- Cross-check **app behaviour, API responses and database records** to determine the actual source of an issue.
- Verify driver, booking, ride, allocation, fare, earnings, payment and transaction data where relevant.
- Investigate GPS, location, network and device-related problems.
- Identify whether an issue originates from the driver app, backend, API, database, maps/GPS, payment system, infrastructure or third-party integration.
- **Do not escalate an issue as a technical defect without reasonable L1-level verification**, wherever application, API or database data is relevant.
- Classify every production incident according to the defined severity matrix.
- Escalate verified L2/L3 issues to **Technical partner** with complete technical evidence.
- Attach relevant logs, API responses, database findings and reproduction steps to the escalation ticket.
- Coordinate with Technical partner until the issue is resolved.
- Test and validate fixes before closing incidents.
- Support production releases and monitor application behaviour after releases.
- Maintain incident, escalation and resolution documentation.
- Track recurring driver-app issues and identify opportunities for permanent fixes.
- Prepare daily/weekly production-support reports.

Database Querying & Issue Verification

The L1 Engineer must have practical SQL/database troubleshooting capability and should be able to:

- Write basic to intermediate **SQL queries** for issue investigation.
- Query relevant production/support databases, subject to authorised access controls.

- Verify driver, booking, ride, allocation, fare, payment and earnings records.
- Compare application/API information with database records.
- Identify missing, incorrect, duplicate or inconsistent data.
- Determine whether an incident is caused by:
 - Application behaviour
 - API/backend processing
 - Database/data inconsistency
 - Configuration
 - Third-party integration
 - Driver device/network/GPS conditions
- Record database findings in the incident ticket before escalation.
- Share only the **minimum necessary data** with Technical partner and avoid unnecessary exposure of driver/customer PII.

Escalation Responsibilities :

The L1 Engineer will:

- Identify and classify every incident according to the severity matrix.
- **Perform L1-level application, API and database verification before escalation.**
- Create a detailed incident/ticket for **Technical Partner**.
- Include:
 - Issue description
 - Severity/Priority
 - Driver/rider impact
 - Number of affected drivers/rides
 - Date and time of occurrence
 - Screenshots/videos where applicable
 - API request/response details
 - Error codes and logs
 - Relevant database findings

- Device and app version
- GPS/location information where relevant
- Steps to reproduce
- Business impact
- Initial troubleshooting performed
- Escalate **P1 and P2 issues immediately** through the designated escalation channel.
- Follow up with Technical partner until resolution.
- Escalate unresolved issues to senior/vendor management if the agreed SLA is breached.
- Validate fixes provided by Technical partner before closure.
- Maintain an **open/closed/overdue incident tracker**.
- Maintain a **root-cause and recurring-issue register**.
- Highlight repeated or unresolved issues to Technology/IT management.

Required Skills

- 2–3 years of experience in application support, production support or software engineering.
- Strong understanding of **mobile applications and REST APIs**.
- **Strong practical SQL/database querying skills**.
- Ability to investigate application issues by querying databases.
- Experience with Postman or similar API testing tools.
- Ability to analyse application and server logs.
- Understanding of JSON, HTTP methods, API status codes and authentication.
- Basic understanding of GPS/location services and mobile network issues.
- Familiarity with Jira, Git and application monitoring tools.
- Strong troubleshooting and analytical skills.
- Good communication and coordination skills.

Desirable Skills

- Experience in **ride-hailing, taxi, mobility, logistics or transportation technology**.
- Experience supporting driver/rider applications.

- Knowledge of PostgreSQL/MySQL.
- Understanding of Maps/GPS APIs and location tracking.
- Knowledge of payment gateway and digital payment integrations.
- Basic knowledge of Java/Spring, Node.js, Python or similar technologies.
- Experience working with external technology/service providers.
- Experience in production systems with defined SLAs and escalation procedures.

Key Performance Indicators

- Driver app uptime and stability.
- Average incident response time.
- Average incident resolution time.
- First-level resolution percentage.
- P1/P2 escalation compliance.
- SLA adherence by severity.
- **Percentage of escalations supported by proper database/API verification.**
- Number of incorrectly escalated issues.
- Reduction in recurring driver-app issues.
- Quality and completeness of vendor escalations.
- Timely validation of fixes.
- Reduction in overdue/unresolved incidents.
- Impact of technical issue resolution on successful ride completion.

SAHAKAR TAXI COOPERATIVE LIMITED

Application Proforma

Application for the post of ----- Preferred place of posting -----

1. Name of the Applicant: _____

2. Gender: _____

3. Mother's/Father's Name: _____

4. (i) Date of Birth (dd / mm / yyyy) : _____

(ii) Age as on 30th June 2026: _____

Latest Self
Attested
Photo

5. Present residential Address:

6. Native Place : _____

7. Marital Status: _____

8. Religion: _____

9. (i) Qualification - _____

(ii) Experience in Details _____

(iii) Current Salary (Submit Salary slips): _____

10. Address for communication

11. Phone Number & E-mail Id:

12. Any other relevant information (use a separate sheet, if necessary)

13. Knowledge of Language: Hindi/English/Gujarati-----

14. A short note on your suitability for the post:

15. Whether any Criminal case is pending against you? if yes, Please give details: Yes/No

16. Whether you were convicted by any court at any time in your life? if yes, Yes/No Please give details:

17. Whether any financial liabilities/ any other obligations are pending with Yes/No present employer?
if yes, please give details:

Whether you have any conflict of interest with or pecuniary interest that you Yes/No could derive by working in this assignment with the Government of India? if yes,

Please furnish the details:

UNDERTAKING

- (i) I have gone through the "vacancy circular/advertisement" and agree to the terms and conditions given there.
- (ii) I undertake to submit the original documentary proof in respect of my educational qualifications, work experience, date of birth, address and all other documents submitted by me as and when asked.
- (iii) I understand that I fulfil the eligibility criteria viz. age, education qualification and required experience as per the advertisement. In case of non-eligibility my candidature is liable to be rejected without informing me.
- (iv) I have carefully gone through the vacancy circular/advertisement, and I am well aware that the information furnished in Application form duly supported by the documents in respect of Essential Qualification/ Work Experience submitted by me will also be assessed by the Selection Committee at the time of selection for the post.
- (v) If detained, convicted, debarred etc., after the completion and submission of the form, the details will be communicated immediately to STCL, failing which it will be deemed to be suppression of information.
- (vi) The information/ details provided by me are correct and true to the best of my knowledge and no material fact having bearing on my selection has been suppressed/withheld. I understand and agree that in the event of any information being found false or incorrect/incomplete or ineligibility being detected at any time before or after selection /interview, my candidature is liable to be rejected.

Date:

Place:

Signature of the Candidate.