Application Engineer 1 – Business Applications (full-time, 35 hours/week)
Technology Services
Position 101570

Position Summary: Technology Services serves the university by providing access to high quality, state-of-the-art, computing, communications and information resources through the Internet, local and wide area networks, databases and libraries, and by supporting the management information needs of the university.

The department implements, customizes and maintains an Enterprise Resource Planning (ERP) system to best serve the university administrative needs. The department also maintains and manages various specialized ancillary applications to support the specific functional and business process needs of our campus departments and the university.

Application Engineer reviews, analyzes, and modifies programming systems including coding, testing, debugging and installing to support the university's Enterprise Resource Planning (ERP) and business applications systems. Assists with the development and maintenance of ERP and business application systems. Tests ERP and application layouts to ensure the system is meeting university needs. Ensures that software and services can be integrated into the ERP system.

Customizes and configures workflow to allow the integration of client/server applications. Designs new modules to improve system efficiency. Consults with users to identify current operating procedures and to clarify program objectives. Writes documentation to describe program development, logic, coding, and corrections, and to describe

This position will routinely liaison with customer groups, departments and SME’s to understand their business processes, identify opportunities for process improvements, propose and evaluate products and services to gain efficiencies and become the trusted service partner representing Technology Services.

Essential Responsibilities Include: Install, upgrade and maintain applications and services (including and not limited to ERP, ancillary and cloud based applications). Configure, maintain and manage the application services environment. Administer and maintain assigned applications (production and non-production environments). Develop processes for routine maintenance and management tasks related to application administration, monitoring, security administration etc. Identify and research software patches/fixes for systems. Perform system upgrades, patching tasks and activities for ancillary application. Develop and maintain monitoring scripts to monitor systems. Troubleshoot and repair system problems. Create and update system documentation. Apply patches and fixes to ancillary applications and systems. Define appropriate metrics to measure performance and ensure metrics are collected, reported and reviewed regularly. Develop, maintain and report results of monitoring scripts to measure identified quality metrics and alert appropriately to any exceptions. Periodically audit logs and access privileges to ensure appropriate security and privacy of applications and data. Application development, integration, maintenance and management. Develop detailed specifications based on system requirements. Develop and implement the technical architecture of ancillary applications and interfaces to the PeopleSoft environment. Work closely with the technical teams to develop, configure and maintain system interfaces (internal and external). Design, and develop custom application as appropriate using SDLC life cycle management methodologies. Troubleshoot reported issues and work with database team to identify root causes and remedies. Perform quality control, assurance and testing on systems.

Participate in new functionality development to ensure secure, elegant and low maintenance data designs are adopted. Activities include:

Work closely with our partners (user groups and departments) to create business process analysis and mapping, assist in identifying opportunities for process improvement. Evaluate existing products for enhancements, review new products and services to enhance the overall service management of the application services environment. Perform analysis to identify systems requirements. Communicate with users on system development activities. Perform other job related duties as assigned by supervisor. Work as part of the application engineering team. Be a team player and champion to peers and customers. Lead projects and implementations as assigned. Work closely with managed services providers, vendors and
contractors. Share knowledge and experience to develop a culture of collaboration and sharing. Participate in developing frame work to establish documentation standards and mentor peers and team members to adopt culture of keeping documentation up-to-date. Interface with IT auditors during audit cycles to provide related information and implement suggested solutions and controls. Other duties as assigned

Minimum Qualifications: A bachelor’s degree in information technology, computer science or related discipline. At least 1-2 years’ experience as an application engineer or at least 2-4 years’ programming experience using at least one is programming language or toolset. Two years’ experience can be substituted by a Master’s degree.

Required Technical Experience: Demonstrated experience as a SQL developer: writing SQL code, scripts and using report tools. Experience developing interfaces between ERP and ancillary applications (hosted, cloud based) using scripting, SQL coding, file transfer, web services etc.

And one or both of the following:

Experience developing and maintaining ERP applications (PeopleSoft, Banner or similar) Experience installing and configuring COTS applications in a multi-tier environment, including integration with ERP applications – Image Now, Blackboard-Learn, Informant, Titanium, R25, Odyssey and more)Project planning and project management experience desired. High education experiences a plus.

How to apply: forward resume, cover letter and salary requirements to: CUARecruitment@cua.edu. Reference position 101570 in subject line. Position is open until filled.

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