

Application Engineer (full-time, 35 hours/week)
Technology Services
Position 102037

Position Summary:

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 installation and operating procedures.

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:

- **Configure, maintain and manage the application services environment**
 - Install, upgrade and maintain applications and services (including and not limited to ERP, ancillary and cloud based applications).
 - 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:

- Bachelor's degree in Information Technology, Computer Science or related discipline is preferred.
- Five (5) years' experience as an Application Engineer accepted in lieu of degree, and a degree must be successfully completed within two (2) years of hire.

Preferred Qualifications:

- One (1) year's experience as an application engineer.
- One (1) year's programming experience using at least one programming language or toolset.
- Demonstrated experience as a SQL developer: writing SQL code, scripts and using report tools.
- Demonstrated experience with applications management, coding, Windows scripting, file transfer, web services etc.

How to apply:

- Forward application, resume, and cover letter with salary requirements as an attachment to (salary expectations are considered part of application process): CUARecruitment@cua.edu.
- Reference position 102037 in subject line of email.
- Please do not include photos on resumes and save documents with first/last names.

All applicants must be supportive of the mission and vision of *The Catholic University of America*.

Position is open until filled.

THE CATHOLIC UNIVERSITY OF AMERICA

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