
JOB DESCRIPTION: APPLICATION ENGINEER

DEPARTMENT:	Information Technology	REPORTS TO:	Senior Manager, Infrastructure Services
JOB CLASS:	Application Engineer	PAY GRADE:	38
EXEMPT STATUS:	Exempt	DATE:	10/3/2012

Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success.

POSITION GENERAL SUMMARY:

The Application Engineer collaborates with other departments to enhance policy, to improve stability and to create efficiencies with system, software, and deployment management and practices. The Application Engineer automates system and deployment processes through the use of technology tools, as well as improves system performance through detailed analysis from which recommendations are made to the development, QA, and infrastructure teams. The Application Engineer collaborates with other departments to evaluate new systems requests by providing systems analysis and engineering design solutions to meet system requirements.

ESSENTIAL POSITION FUNCTIONS:

- Develop and adhere to standards to provide system engineering and development through lifecycle stages including architecture specifications and design, application configuration, database design, programming, quality assurance, testing and implementation, and ongoing maintenance and support
- Develop and adhere to standards to sustain the availability, reliability, and supportability of the systems to ensure SDLC Gate criteria is met prior to all QA and Production deployments
- Develop methods to automate and streamline build procedures and systems from version control, though build and test onto deployment
- Perform change/release/build management and administration with merged code bases utilizing source code management tools
- Integrate the build infrastructure with automated tools to enforce code quality and collect metrics
- Monitor the automated build process to ensure correct build execution, and facilitate resolution of build failures
- Monitor the progress of all migrations and report the status of all migrations; track and report trends on environmental migrations including quality results and duration, to include key metrics such as environment availability and issues.
- Participate in the version control process to ensure that the defects get transferred to the test team
- Analyze system performance including: Network, Operating Systems, and applications components, such as, stores procedures, queries and system configuration and take action to correct deficiencies
- Provide weekly status report updates for current projects
- Participate in rotating on-call schedule for 24 x 7x 365 support

- Develop and manage effective working relationships with other departments, groups and personnel with whom work must be coordinated or interfaced
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrate respect for others
- All work responsibilities are subject to having performance goals and/or targets established

(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)

MINIMUM REQUIREMENTS:

Education:

- Bachelor's Degree in Computer Science or Information Systems; or equivalent combination of education and relevant experience
- Master's degree in Computer Science or Information Systems preferred
- Industry certifications in applicable software, systems, network or project management disciplines preferred

Experience:

- Five to seven years' experience with Microsoft operating systems, Dot.Net, IIS, and RDBMS
- Three to five years' experience developing enterprise-wide software solutions preferred
- Experience with Version Control Systems such as Microsoft Team Foundation Server

Knowledge, abilities and skills:

- Knowledge and experience with Microsoft Operating Systems, IIS, Dot.Net framework, Dot.Net web applications, database tools, and development environments such as Microsoft Visual Studio
- Ability to work on multiple projects simultaneously and to manage competing priorities

CORE COMPETENCIES FOR SUCCESS:

<p style="text-align: center;">COMMUNICATION SKILLS</p> <p><i>Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; Effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has the desired effect on the target audience</i></p>	<p style="text-align: center;">CUSTOMER FOCUS</p> <p><i>Prioritizes customers (internal and external) and their needs as primary and is dedicated to meeting their expectations; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer</i></p>
<p style="text-align: center;">INTERPERSONAL SKILLS</p> <p><i>Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs,</i></p>	<p style="text-align: center;">FUNCTIONAL /TECHNICAL EXPERTISE</p> <p><i>Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise and technology; Picks up on technology</i></p>

<i>feelings and capabilities of others; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers</i>	<i>quickly; Does well in technical courses and seminars; Produces high quality work in organized and timely fashion</i>
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INDIVIDUAL CONTRIBUTOR COMPETENCIES FOR SUCCESS:

<p>PEER RELATIONSHIPS</p> <p><i>Finds common ground and solves problems for the good of all; Can represent his/her own interests and yet be fair to other groups; Solves problems with peers with minimal “noise”; Is seen as a team player and is cooperative; Easily gains trust and support peers; Encourages collaboration; Is candid with peers</i></p>	<p>CREATIVITY</p> <p><i>Comes up with a lot of new and unique ideas; Easily makes connections among previously unrelated notions; Tends to be seen as original and value-added in brainstorming sessions; Takes calculated risks; Is not afraid to try new things and potentially “fail fast”</i></p>
<p>SELF KNOWLEDGE</p> <p><i>Seeks feedback; Gains insight from mistakes; Is open to constructive criticism; isn’t defensive; Proactively seeks to understand his/her strengths and areas for growth; applies information to best serve organization; Recognizes how his/her behavior impacts others and incorporates insight into future interactions</i></p>	<p>PLANNING</p> <p><i>Accurately scopes out length and difficulty of tasks and projects; Sets objectives and goals; Breaks down work into the process steps; Develops schedules and task/people assignments; Anticipates and adjusts for problems and roadblocks; Measures performance against goals; Evaluates results</i></p>
<p>ORGANIZING</p> <p><i>Uses his/her time effectively and efficiently; Concentrates his/her efforts on the more important priorities; Can attend to a broader range of activities as a result of organizing time efficiently; Can marshal resources (people, funding, material, support) to get things done; Can orchestrate multiple activities at once to accomplish a goal; Arranges information and files in a useful manner</i></p>	<p>PROBLEM SOLVING</p> <p><i>Uses rigorous logic and methods to solve difficult problems with effective solutions; Probes all fruitful sources for answers; Can see hidden problems; Is excellent at honest analysis; Looks beyond the obvious and doesn’t stop at the first answers</i></p>
<p>DRIVE FOR RESULTS</p> <p><i>Can be counted on to exceed goals successfully; Very bottom-line oriented; Steadfastly pushes self and others for results; Is full of energy for the things he/she sees as challenging; Not fearful of acting with a minimum of planning; Consistently seizes opportunities; Consistently exceeds goals</i></p>	

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:

- Location: Orlando VLC and remote
- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)

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