



## JOB DESCRIPTION

**Job Title:** Senior Applications Engineer

**Department:** Information Technology

**Reports to:** Director of Business & Custom Applications

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### SUMMARY

To define, develop, test, debug, document, and maintain software applications in support of the achievement of business requirements, with a primary focus on back-end applications, workflow automation, ERP integrations, and advanced business and financial reporting. This includes writing, coding, testing, and analyzing - software applications, reports, automated systems, and other custom applications. This role focuses heavily on complex ERP data relationships and integrations with other systems.

The Senior Applications Engineer will also research, design, document, and modify software specifications throughout the production life cycle. The role will also help to define standard ENPOINTE development practices and the ENPOINTE library of reusable development objects. In conjunction with associates, this role will assist management in defining the future direction for all application development projects.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include but are not limited to the following. Other duties may be assigned as needed.

- Collaborating with other staff in conceptualization and development of new software programs and applications.
- Interacting with administrators, developers, and software engineers to assist in resolving problems with software products or company software systems.
- Analyzing and assessing existing business systems and processes.
- Assisting in the definition, development, and documentation of software business requirements, objectives, deliverables, and specifications. This is performed on a project-by-project basis in collaboration with internal ENPOINTE staff and clients.
- Assisting in defining software development project plans, including scoping, scheduling, and implementation.
- Researching, identifying, analyzing, and fulfilling business requirements of all internal and external program users.
- Consistently writing, translating, coding, and testing software applications according to specifications.
- Writing software scripts to enhance functionality and/or performance of company applications, as necessary.
- Designing, running, and monitoring software performance tests on new and existing programs for the purposes of correcting errors, isolating areas for improvement, and general debugging.
- Performing critical analysis of test results to provide both accuracy and business-focused reasonability.
- Generating statistics and writing reports for clients, management and/or team members.
- Securely storing and managing code in centralized code repositories
- Developing and maintaining user manuals and guidelines.
- Training end users to operate new or modified programs.
- Conducting research on emerging application development software products, languages, and standards in support of procurement and development efforts.
- Interacting with external customers and vendors for efficient implementation of new software products or systems and for resolution of any adaptation issues.
- Recommending, scheduling, and performing software improvements and upgrades.

- Managing and/or providing guidance to junior team members.
- Performing as a senior expert and playing the role of an IT business leader in at least one of the following core technology areas:
  - Reporting Systems -- This includes ownership of reporting infrastructures, development of reporting access systems, assessment of reporting platforms, report migration, report quality assurance, integration of reporting within ERP, data warehouse/BI, etc. Requires Crystal Reports design, Crystal Reports server administration, SQL Server queries, Stored Procedures and DTS/SSIS.
  - Systems Architecture -- This includes ownership of policy administration, software development standards, data security design, database design, network architecture, software version control, release management, implementation planning. Requires vast experience with Microsoft Design/Development tools and Microsoft Servers.
  - Ecommerce -- This includes ownership of transaction security practices, platform design (e.g. Pageflex Storefront), client migrations, new client development projects, interacts with inventory management and distribution. Requires Pageflex Storefront, VB.Net, C#, Javascript, jQuery, VBScript, Web Services SQL Server queries, etc
  - Web-to-Print -- This includes ownership of interfaces between ENPOINTE departments, print estimating within ERP & ecommerce, web-to-print template design (e.g. Pageflex Studio, including Doc Actions), complex graphics integration (e.g. Adobe Creative Studio suite), font management, etc. Requires InDesign, Quark, Pageflex Studio, Pageflex Server, Javascript, jQuery, VBScript and SQL Server queries.
  - Middleware Services -- This includes creation, maintenance and ownership of scheduled services which function as both utilities and/or alert systems in the ongoing management of ENPOINTE internal and client-facing software applications. This also includes systems integration between other internal and client-managed systems. Requires VB.Net, C#, XML, FTP, Web Services, SQL Server queries, Stored Procedures and DTS/SSIS.
  - Enterprise Resource Planning – This includes administration and implementation of the ENPOINTE ERP systems, including a wide range of technology support and technical customer service. This also includes vendor relationship management, workflow process design, urgent problem resolution, print industry integration and a company-wide focus.
- Understand your role in the companies' Quality Management System regarding ISO.

## QUALIFICATIONS

- Four-year college degree in the field of computer science, information systems, or software engineering, and/or 10 years equivalent work experience.
- Proficiency in a variety of programming languages, including VB.NET and/or C#, .NET versions 1.1 thru 4.5; VBScript, Javascript, JQuery and XML.
- Excellent understanding of software coding methods and best practices.
- Extensive relational database experience with Microsoft SQL Server, emphasizing SQL Queries, Stored Procedures, DTS/SSIS.
- Extensive experience developing software solutions for Windows operating systems.
- Advanced working knowledge of current Internet technologies, including .NET Framework & E-commerce applications.
- Prior experience interviewing end-users for insight on functionality, interface, problems, and/or usability issues.
- Able to communicate effectively with non-technical staff and with members of interdisciplinary teams and customers.
- Hands-on experience developing test cases and test plans.
- Flexible and adaptable in regard to learning and understanding new technologies.
- Primary focus on the success of the business (employer), not focusing solely on technological growth.
- Strong written, oral, and interpersonal communication skills.
- Ability to conduct research into software-related issues and products.
- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Experience working both independently and in a team-oriented, collaborative environment.

**PREFERRED**

- Experience in Digital Print environment.
- Experience with creative design tools such as Quark or InDesign.
- Knowledge of applicable data privacy practices and laws.
- Familiarity with Commercial Print workflows, including JDF/JMF.
- Familiarity with Warehouse and Distribution operations.
- Experience with Crystal Reports server, DEVX reporting and/or forms control processes.
- Direct marketing or direct mailing industry experience.
- Multi-channel marketing experience such as email, SMS, MMS, mobile websites, SEO, web analytics, ecommerce, etc.

**PHYSICAL REQUIREMENTS**

- Constant strong communication, sitting, and working on a computer.
- Frequent walking & standing.
- Occasional lifting 20+lbs, pulling, pushing, bending, reaching, kneeling, stooping, climbing stairs.

*Occasional: Occupation requires this activity up to 33% of the time (0 - 2.5 hrs./day of 8-hour day)*

*Frequent: Occupation requires this activity from 33%-66% of the time (2.5 - 5.5+ hrs./day of hour 8-hour day)*

*Constant: Occupation requires this activity more than 66% of the time (5.5+ hrs./day of 8-hour day)*