



JOB DESCRIPTION



INFORMATION

Job Title:	<i>Application Support Engineer</i>	EEOC Job Classification	Professionals
		FLSA Classification	Non-exempt, full-time
Department:	Information Systems & Services	W/C Classification	8868 – Administration/Faculty
Reports To:	Director of Software Engineering	Compensation	\$27.00 - \$30.00/hour

SUMMARY

Advance the mission and vision of TMUS by sustaining, documenting and implementing third-party software solutions. This position works collaboratively with the Software Development team, IT Service Desk, and campus stakeholders to meet and advance organizational needs in alignment with strategic objectives. The Application Support Engineer must be capable of independent troubleshooting and have a strong desire for deeper understanding. This role functions under the guidance of the Director of Software Engineering to ensure sustainable integration and implementation practices.

ESSENTIAL JOB FUNCTIONS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Implement, integrate, monitor, and maintain third-party software solutions across the breadth of the institution.
- Actively collaborate with stakeholders to identify and prioritize improvements to company operations and business processes.
- Actively collaborate with Software Development and stakeholders to ensure completion of project milestones.
- Develop proficiency with current TMUS software systems to ensure the reliability and maintainability of regular business operations.
- Partner with the Software Development team to evaluate potential SaaS solutions and 3rd party resources, provide recommendations, and support data integration and implementation.
- Create and support resources for effective application use and support.
- Protect operations by keeping systems and data secure and ensuring compliance with company and legal regulatory requirements.
- Augment personal skills through ongoing study of programming techniques, security practices, and technology developments.
- Participate in team daily standups and utilize agile development best practices.
- Report to the Director of Software Engineering.
- Performs other related duties as assigned.

QUALIFICATIONS

- Has a personal relationship with Jesus Christ and a demonstrated commitment to the doctrinal position of TMUS and a continuous exhibition of a desire to minister and serve others in varied capacities.
- Excellent written and verbal communication skills
- Strong organizational and interpersonal skills

- Service oriented with strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Exercise confidentiality, good judgment and discernment.
- Experience working with the following technologies: Web APIs, C#, SQL, Microsoft Azure, Active Directory.
- Experience with relational database technologies and structures.
- Familiarity with low-code platforms, customizable CRMs, and task management applications.
- Familiarity with version control systems such as Git.
- Understanding of agile development principles and best practices.
- Ability to collaborate over remote work platforms with team members and stakeholders.
- Must successfully pass a background investigation.

SUPERVISORY RESPONSIBILITY

- This position has no supervisory responsibilities.

EDUCATION AND EXPERIENCE

- Bachelor's degree in computer science or related field, or equivalent experience.
- At least one-year experience in software support or development role.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to stand; walk; has full dexterity of hands and arms.
- This position requires the ability to occasionally lift office products and supplies, up to 30 pounds.
- Some travel with overnight stay expected.

ADDITIONAL INFORMATION

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

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