

Application Engineer

Job Description

Evisions, Inc. is seeking an Application Engineer to join our Professional Services team and contribute to the configuration, implementation and support of Cayuse web-based software applications for the research industry.

Professional Duties

- Provision, configure, deploy, and support our suite of electronic research applications, as well as their supporting tools and services.
- Develop and maintain a deep technical understanding of how the entire suite of Cayuse products is developed, deployed, and supported.
- Coordinate with the Technical Operations team as one of a limited number of technical professionals with administrative access to our production 24x7 product operations infrastructure, including access to our bi-coastal data centers
- Serve as a technical lead within the Professional Services organization by acting as the escalation point for issues arising from Customer Support and other functional areas within the company.
- Quickly understand how to meet customer needs, develop solutions to those needs, and educate other personnel within Cayuse about how to integrate those solutions into the overall service delivery model
- Work with the Customer Operations Manager to continuously define and improve a wide spectrum of processes utilized by the Professional Services team.
- Gain an understanding of the functionality and technical constraints of our software. Communicate these to Subject Matter Experts.
- Collaborate closely with the Engineering and QA teams to improve processes and technology supporting deployment and maintenance of our applications.

Job Requirements

Imperatives

- Energetic, curious, resourceful, highly creative and self-motivated. Able to thrive in a fast-moving and sometimes ambiguous environment.
- Strong sense of ownership and accountability.
- Excellent autonomous problem solving ability.
- Excellent ability to bring a sense of customer-focus and professional ethics to all things.
- Strong written and verbal communication skills.
- Able to continuously exhibit the highest levels of professional discretion as a technical representative of Evisions in all customer relationships.

Experience

- We expect at least three years of aggressive experience with data-driven, highly-available hosted software solutions in heterogeneous 24x7 high-availability operations environments, with significant levels of direct customer interaction.
- Preference given to candidates with technical experience in electronic Research Administration, or experience with other higher education technical operations.
- Preference given to experience with authentication systems.

Skill set

- Required: Linux, MS Windows, Tomcat, Javascript, Perl, SQL, HTML, Subversion.
- Desired: Java, PostgreSQL, MS SQL Server, Oracle, Signing Certificates and Truststores, SSO architectures (Shibboleth, CAS), ColdFusion, Python, Groovy.

Education

Bachelor's degree in Computer Science or a related technical discipline or demonstrable equivalent work experience

Environment

Evisions is an industry leading software development firm headquartered in Irvine, California with an office in Portland, OR. We have over a decade of successful experience creating, selling and supporting our solutions in 850 university and college clients across North America. The Cayuse office (soon to move to downtown Portland) is responsible for the design, implementation and support of software solutions that serve research organizations in higher education and healthcare across the U.S.

As our business continues to grow, we are searching for qualified candidates to join our company. This established organization provides an excellent environment in which to work. Creative and innovative, Evisions encourages applicants from all backgrounds to apply.

Other Information

Evisions offers a comprehensive benefits package and clear advancement potential. This is a full-time on-site position in our Portland, Oregon office.

Contact

Please forward your cover letter, resume, salary expectations and other pertinent information to:

Ben Priest

VP, Cayuse Professional Services

Email: ben.priest@evisions.com