



JOB DESCRIPTION

JOB TITLE:	APPLICATION ENGINEER - Manila
LOCATION:	Centris, Quezon City
WORK HOURS:	Rotational shift
Responsibilities	<ul style="list-style-type: none">• Supports the software development lifecycle for software solutions to deliver a highly advanced regional consumer-facing mobile app and digital technology eco-system, working with best-in-class proprietary and 3rd party loyalty, marketing automation and cloud computing platforms as well as with world class technology consultancies and developers.• Provides 2nd level production support for several applications by troubleshooting incidents to identify root causes and solutions, identifying, and resolving problems, designing, and implementing configuration changes and monitoring performance.• Deploys, configures, and supports business applications.• Develops deep domain knowledge by understanding business processes.• Elicits business requirements and translates business needs into fit-for-purpose actionable plans.• Actively participates in an integrated DevOps Team utilizing Agile methodologies with strong change management focus.• Proactive communication and quick response to production issues and project work. Strong customer focus.• Monitors interfaces/data loads, administer security, and provide feedback/solutions on application performance.• Identifies areas for improvement and partners with Software Engineers/team members to address tactical and strategic issues.• Develops and maintains support documentation.• Maintains IP Compliance on systems and software as appropriate.
Qualifications and Requirements	<p>Required Skills:</p> <ul style="list-style-type: none">• Bachelor's degree in computer science, Engineering, Math, Statistics, or other relevant fields.• At least 5+ years' experience with technical and/or business knowledge in 2 or more areas e.g., card systems, payment systems, mobile app, testing and integration, business analysis, production support with good overarching understanding on retail petroleum marketing and store systems.• Critical thinking skills for framing, analysis, and synthesis of complex issues.• Ability to tailor business processes to adapt to application functionality and processes.• Strong stakeholder engagement; proactively collaborates with external (3rd party support and vendors) and internal customers.• Technical writing - Being able to communicate complex ideas, status of issues and changes in a clear way (oral and written) to all levels of staff across the org.

- Independent, organized, and multi-tasker. Ability to work effectively and proactively in a multi-functional setting.
- Detail oriented with the ability to quickly assimilate and apply new concepts, business models and technologies.
- Highly motivated and self-starter
- Ability to do low code, develop and understand programming languages is preferred.
- Working knowledge of IRM technical controls and MS Azure Cloud is an advantage.
- Working knowledge and understanding of Secure File Transfer Protocol (sFTP) used for exchanging data, and SQL Database queries and table is preferred.

Preferred Skills:

- Knowledge and hands-on experience in two or more of the following is a plus: Power Apps, Power BI, C#, C++, Angular, Node.js, SQL, Ansible, R, Java, Python, Azure, APIs, Web services (WCF and/or RESTful services), Web technologies (HTML, CSS, JavaScript, and AJAX), Oracle / SQL Server, among others.

Selection Criteria:

- Business Analyst Skills & Technical Depth
 - Ability to understand strategic goals and objectives and key business processes and identify integration points.
 - Demonstrated experience in developing, socializing, and vetting new business processes and working across multiple stakeholder groups.
 - Ability to analyse data and recommend reports to aid in decision making, communicate trends, exceptions, and appropriate actions to audiences of all levels.
 - Experience with mobile systems or loyalty rewards system will be a bonus.
 - Familiar with IRM/IRSM/SOX processes and related technical standards and controls is a plus.
 - Understanding of Service Level Agreements, Vendor Management, and Incident Management
 - Experience/knowledge in Agile SAFe, Kanban and Scrum methodologies.
- Communication Skills
 - Ability to coordinate, create and deliver effective communications across a broad range of stakeholder groups; successfully adapts communications to audiences of all levels.
 - Ability to work with multiple teams both external and internal and influence/drive to deliver results.
- Leadership
 - Able to influence and inspire trust in others to follow and support.
 - Able to provide out-of-hours support when needed.
 - Willingness to take ownership and show initiative to achieve results

