

POSITION DESCRIPTION

Title:	Application Engineer	Location:	Abu Dhabi
Department:	Administration	Reports to:	IT Manager
Salary:	Salary package		
Prepared by:	CAO	Date:	February 2014

Overall Purpose:

Responsible for supporting key business critical applications within the organization.

Roles and Responsibilities

Major responsibilities and target accomplishments expected of the position including the typical problems encountered in carrying out the responsibilities:

- Provision, configure, deploy, and support our suite of customized applications, as well as their supporting tools and services.
- Develop and maintain a deep understanding of how the entire suite of National Ambulance 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 operations infrastructure, including Critical Services.
- Serve as technical lead within the Professional Services organization by acting as the escalation point for issues arising from Local and Remote users 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 Manager of Professional Services to continuously define and improve a wide spectrum of processes utilized by the Operational Services team.
- Gain an understanding of the functionality and technical constraints of our software. Communicate these to Subject Matter Experts.
- Collaborate closely with the Developer and Quality Assurance teams to improve processes and technology supporting deployment and maintenance of National Ambulance applications.
- Ensure all work is done in compliance with ISO, ADHICS and other UAE and Abu Dhabi information security regulations as required by UAE Law.

QHSE:

- Engage, understand and participate in Quality Health Safety and Environment (QHSE) Management System Compliance and Improvement

Professional and Academic Expertise

- BSc IT/BE Graduate
- A minimum of 2 years' relevant experience
- Microsoft Certifications
- Strong organizational skills, including the ability to prioritize workload and meet deadlines
- Ability to work under pressure
- Excellent standard of English language both verbal and written
- Demonstrated ability to work in a team in a multicultural environment

Chief Administrative Officer

Change Brief

Version	Date	Changes
1	February 2014	New PD
2	March 2016	Update department and position band
3	July 2019	Due to review no changes
4	July 2021	Added in the Roles and Responsibilities Ensure all work is done in compliance with ISO, ADHICS and other UAE and Abu Dhabi information security regulations as required by UAE Law