Job Description – Field Support Engineer

General Description

On-Going Support:

• Establish good working relationship with Freight accounts and understand thoroughly their needs and issues.

• Solicit feedback from customers and communicate to the management, and closely work with RHO on problem resolution.

• Constantly look for and recommend process/system improvements to customers.

• Serve as an expert on applications and provide technical support in a timely manner (Schenker In-House Systems Support and Maintenance)

Projects:

• Manage projects and implement solutions in a timely and quality manner

• Testing, training, implementation, and post-implementation support

• Establish a working relationship with all stakeholders and understand thoroughly the issues and needs

Specific Accountability

• Supports the IT Demand Manager in managing the business IT interface Assessment of conformity and restrictions with regards to strategy, architecture (landscape), usability guidelines/style guides, interfaces, performance, and continuity of business processes

• Preliminary identification and consolidation of comprehensive demands regarding dependencies, synergies, and redundancies

• Software development life cycle (SDLC)

- Participate in requirements analysis
- Transforming requirements into specifications as the input for the software development or configuration
- Collaborate with internal teams to produce software design and architecture
- Perform application design, development, and deployment based on the industry's best practices
- Test and deploy applications and systems
- Coordinate with Business Analysts to ensure that the developed application meets functional and technical requirements
- Documentation

• Recording (functional and non-functional), specification, evaluation, validation, and classification of requirements (e.g. business requirements, stakeholder requirements, transition requirements).

• Management of preliminary studies cross-business unit (BU) and in specific BU projects

• Support the business in profitability calculations

• Develop databases including queries, triggers, and stored procedures

Skills Required

• *Must be familiar with the ASP.NET framework, SQL Server and design/architectural patterns (e.g. Model-View-Controller MVC)

• *Must have knowledge of C#, VB.NET, ASP.NET and HTML5/CSS3

• *Must have T-SQL database scripting/programming

• Excellent working knowledge of Applications and account management skills

• AJAX, AJAX Control Toolkit and jQuery, Basic MS SQL Server DBA Skillset

• Working knowledge of MS SQL Server, programming in Object Oriented, Web Services programming (SOAP and RESTful API), XML, JavaScript and HTML

Experience and Qualification

• Min Bachelor's Degree in Computer Science or equivalent

• Min 3 years of relevant working experience

• Knowledge in freight forwarding and shipping is an added advantage

• Good programming knowledge in programming language (as mentioned under skills)