Enterprise Applications Engineer
Information Technology Services Department

Summary:

The Enterprise Applications Engineer is responsible for delivering enterprise IT applications and solutions that promote Firm-wide productivity, efficiency, and collaboration.

This position supports the full system lifecycle of enterprise applications, including participation in requirements gathering sessions, design, development, testing, deployment, support, maintenance, and possibly retirement or replacement.

The combination of technical acumen with a relentless customer focus, communication skills, and a desire to help prevent / resolve issues enables the Enterprise Applications Engineer to deliver a gold-standard experience to the Firm.

Submit Resume Here to Apply

Qualifications:

- Education & Credentials

  - College degree is preferred, ideally in computer science, information systems, or a related technical discipline.

  - Appropriate technical certification(s) are preferred.

- Knowledge & Experience

  - 3+ years of relevant experience, ideally in a large Law Firm setting, a comparable professional services organization, or a legal information services provider.

  - Demonstrated experience with programming or scripting (e.g., Visual Basic, C#, .NET, Windows Powershell, T-SQL).

Duties and Responsibilities:

- Participates in the full lifecycle of the Firm's business application solutions that enable practice and support functional objectives, ranging from strategic planning through into operational support and maintenance.

- Collects business requirements and translates them into detailed designs, including system specifications, data import / export functions, workflow diagrams and schematics, batch processing needs, and reporting functions.

- Creates and maintains documentation for all aspects of application design, maintenance and implementation.

- Codes and configures technical solutions and drafts / executes thorough test plans to ensure that an overall business solution is fully tested prior to deploying to production.

- Prepares and coordinates end-user documentation and training for new and/or enhanced applications as needed.

- Provisions accounts and assigns security roles to users as needed for individual applications.

- Coordinates and works with internal IT support staff and vendors to troubleshoot and resolve product issues.

- Responds to incidents and applies structured troubleshooting techniques to resolve problems.

- Monitors the daily batch schedule and addresses errors in a timely manner to minimize disruption to business services.

- Seeks opportunities for continuous improvement and respectfully challenges assumptions.

- Adheres to deadlines, often working within tight time-constraints.

- Maintains a high level of customer / end-user satisfaction with support services rendered.

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Qualifications (continued):

- Demonstrated experience maintaining and supporting commercial off the shelf applications, along with the integrations that enable data exchange among them.

- Experience with integration services and solutions (e.g., SSIS, stored procedures, ETL technologies like Integration Builder).

- Experience with core enterprise applications common to a global Law firm (e.g., Collaboration suites, Document Management Systems, Web services).

- Experience with common operating systems and database management solutions (e.g., Windows 2019 Server, SQL Server).

- Knowledge of application toolsets and protocols (e.g., SSMS, RDP, PUTTY, SFTP, IIS).

- Familiarity with service desk systems to manage and resolved incidents (e.g., ServiceNow).

- Skills & Expectations

  - Strong service orientation, and an understanding of the importance of developing effective working relationships with users and organizational stakeholders of all levels.

  - Ability to effectively communicate and interact with a wide range of users with different levels of technical expertise.

  - Attention to detail and accountable for delivering quality work.

  - Must be highly motivated, analytical, organized, and efficient.

  - Excellent problem solving, design, coding, and debugging skills.

Duties and Responsibilities (continued):

- Ensures that application upgrades and patches are evaluated and implemented in a timely manner.

- Maintains system and support documentation.

- Performs other duties as assigned.

Status: Exempt
Reports To: Enterprise Applications Portfolio Manager
Workplace Type: Remote
Salary range is $103,000 - $145,000.

Qualifications (continued):

- Ability to work well under pressure.

- Ability to work well independently, as well as part of a team.

■ Work Conditions

- Core hours of 9:00 am – 5:30pm, Monday – Friday; remote.

Position requires access to equipment, software, or technology that is subject to U.S. export controls. To be granted access pursuant to US Export Control laws, candidate must be either (a) a United States citizen or national; (b) a person lawfully admitted for permanent residence of the United States (i.e., "Green Card" holder); or (c) an INS-approved refugee or asylum holder who has applied for naturalization within six months of the date the individual first became eligible; and if not yet naturalized, is still actively pursuing naturalization if 2 years have passed since the date of application to be granted access pursuant to US Export Control laws. Candidates will be required to submit appropriate documentation to determine whether access can be granted before proceeding further through the application process.