



Title: Application Engineer

Location: Livonia, MI

Job Description (Essential Job Duties):

This position is responsible for all aspects of the Application Engineering, including designing, consultations and troubleshooting.

Primary Job Functions

- System Analysis and Software Development
- Analyze the data and system environment including platform and software package being used by the customer.
- Conduct requirements gathering from the customer to create design specifications and technical documents such as the user guide and operation manual.
- Provide data analysis, design and development for software/application program.
- Perform to test and debug the prototyped software/application under development.
- Research appropriate software development language and tools on each project.
- System Implementation and Installation
- Create an implementation and installation plan including the executed test plan.
- Manage implementation plan coordinating with customers
- Perform installation of the prototyped software/application on testing server and/or production server at customer's premises.
- Provide performance test and analyze evaluations made by customer.
- Provide debugging and modifications of the software/application during system development period.
- Provide user training with user's manual for the developed software/application to the customer.
- System Administration Support and maintenance
- Provide system/software administration support for customer.
- Provide system/software maintenance including debugging and trouble shooting at shop and/or customer's premises.
- Communicate with other department to perform debugging and troubleshooting when the trouble is caused by network and/or other system component.
- Up-date user's manual and technical specification whenever is necessary.
- Collaboration with customers to understand needs, identify opportunities and propose technical solutions to their challenges assessing and consulting on existing processes

Secondary Job Functions

- Keep Management Informed—by reporting problems immediately to Management verbally or in writing in order to avoid confusion and further problems.

- Manage Time and Resources—by managing time and other resources (phone, fax, email) in order to maximize productivity and accomplish tasks on time.
- Research Up-to-Date, Current Software and Hardware Capabilities—by attending training and seminars; and by reading related magazines, journals and books.
- Document Work—by creating and keeping records and files of clients visits; and by maintaining various system backups for emergency restoration processes.
- Provide coordination services as a Project Manager.
- Provides customer support service
- a)Give satisfaction for customer by SI business and to get new projects or new customer.

Common Job Functions

- Contributes to the Team Effort
- Be flexible in work assignments.
- Cover for other Staff as needed.
- Accomplish related tasks when reasonably requested.
- Maintains professional and Technical Knowledge
- Attend job-related certification.
- Keep up on industry trends and applying that knowledge to the job.
- Apply that knowledge to the job.
- Acts on Constructive Feedback
- Be open to feedback from peers, supervisor, and clients.
- Improves Processes
- Exam departmental work process, research procedures, administrative procedures, etc...
- Recommend changes where appropriate.
- Coaches Junior Staff/Peers
- Contribute to the professional development of junior Staff or peers through coaching and training.
- Perform all other tasks, as assigned from time to time, pursuant to your supervisor's direction; and
- Performs any and all other related duties, as assigned by KDDI America, from time to time.

Requirements

- Programming experience at least 3 years
- BS in computer programming related field or equivalent experience
- Very good communication abilities (verbal and written)
- Understanding or willingness to work with different culture i.e. Japanese
- Thorough knowledge of computer systems and IT components
- Ability to meet deadlines and manage stress effectively in high-pressure situations
- Strong presentation skills preferred, demonstrated ability to train customers