Application Engineer Job Scop

The candidate will work in a **project team** to perform the following tasks:

- To learn and understand the products used in the project for the purpose of project implementation and for supporting the product after the project completion.
- Communicate with the users to gather user requirements and to determine hardware, software, and system functional specifications.
- Work side-by-side with the Product Principal's engineers in order to gain knowledge about the product and to assist in project implementation.
- Assist in producing project documentation including the System Design Specification (SDS) document, System Requirements & Specification (SRS) document, and more.
- Install and configure IT system based on the agreed design specifications.
- Advice users on how to integrate the product into their custom application.
- Produce product's documentation, manuals, and work instructions that will be used by the customer as guide in operating their system.

Occasionally, candidate will also be assigned to the **support team** to perform the following tasks:

- To learn the existing application that is currently being supported and maintained by the company.
- Help to solve any problem reported by the user within the agreed SLA, or escalate the problem to vendor to assist solving the problem.
- Produce monthly Corrective Maintenance Report.
- Involve in Preventive Maintenance Activity and produce Preventive Maintenance Report.

Application Engineer requirements:

- Bachelor's in computer engineering, computer science, or related field.
- 2+ years' experience as an application engineer.
- Knowledge in various programming languages (web socket, http, Java, Python, etc.)
- Knowledge in web socket, JSON is an added advantage.
- Work experience in application support and maintenance is an added advantage.
- Ability to handle client and customer issues tactfully and professionally.
- Highly organized and detail oriented.
- Adept and effective communicator.
- Creative, analytical, and driven and possess good problem-solving skills.
- Good computer skills (Microsoft Word, Excel, PowerPoint)
- Thrives in a fast-paced work environment.
- Enjoys complex problem-solving and collaboration.