



Application & Systems Integrator

Department: Business Technology (BT) **Exemption status:** Exempt
Location: Appleton, WI **Direct Reports:** N/A
Reports to: VP of BT

Purpose

The Application & Systems Integrator is responsible for developing and maintaining system integrations and components, including but not limited to; SQL reports, application to application integrations, internal and external API, file transfer, and EDI and SQL queries. The Application & Systems Integrator is fully responsible for participating in requirements analysis and decomposition, design, development, internal testing, and the documentation of same for the application-application integrations. Primary responsibilities will also include Level 2 and 3 application support troubleshooting existing integrations and providing technical support to the application development team. The Application & Systems Integrator is part of the Business Applications team.

Responsibilities

Application & System Integration

- Develop and maintain services used in cloud application integrations
- Provide oversight across multiple projects
- Collaborate closely with department heads and end-users alike
- Be the point person for most complex application integration and transformation problems
- Help maintain the integrity and security of AIA's systems and databases
- Act as a gateway between the software we license/configure, our external implementation partners, and all company end-users
- Hands on technical implementation will be required
- Job duties include design, code, unit test, system test, performance test, debug, implement, document, and support solution systems through new system

Technical Specifications

- Works with development team to architect, design, build, and implement application integrations
- Coordinates directly with business users, developer and analyst of Business Applications to best understand and determine business specifications
- Translate business requirements into technical specifications and then into a real-world solution
- Documents the design in accordance with best practices
- Develop and maintain data integration components such as SQL queries, SQL stored procedures, data extraction and cleansing
- Build, maintain and optimize existing SQL reports
- Develop and maintain integration with system front end components
- Hands on development of application and integration endpoints will be required
- Debugging, maintaining and improving existing software and setting the standard for testing and deployment of applications

Manages Integrations & Performance

- Proactively monitor and support integrations to ensure they are running as scheduled; troubleshoot to determine cause and resolve as needed
- Ongoing maintenance and support: Provide reactive assistance (troubleshooting, remediation, resolution) when customer encounters a data integration issue

Quality Assurance and Testing

- Implement common APIs based on architecture guidelines and framework related to logging, authentication, security, error recovery etc.
- Design and review test cases
- Perform acceptance testing throughout a project, including post implementation testing to verify the deliverable meets requirements and compliance standards

Customer & End-User Technology Support (L2-L3+)

- Serve as the escalation contact supporting complex issue troubleshooting, connectivity issues, escalations to third party support
- Provides technical assistance to troubleshoot and resolve integration errors
- Respond to off-hour alerts, calls, emails or notifications to ensure operational efficiency and uptime when needed
- Carry out level 2 and level 3 incident support for in-production systems and manage end user expectations
- Support development on resolving system defects, acting as liaison, and developing solutions

Qualifications

Education/Experience:

- Bachelor's or Associate's Degree in Information Systems or related field required.
- 1+ years experience in application integration
- Experience analyzing/designing/developing/supporting highly-scalable server applications in distributed Microsoft environments, preferred.
- Excellent analysis, design, and development skills with a strong drive to produce not just code but also a tight and seamless overall user experience: great quality, intuitive user interference, and excellent performance.
- Experience with core business software applications.
- Experience in the following technologies: .NET, C#, Visual Studio and Web Development Languages
- Experience with Microsoft SQL Server databases, database indexing, and troubleshooting.
- Microsoft Business Intelligence suite of tools (SSAS, SSIS, SSRS)
- Experience with integration of 3rd party or cloud-based APIs with on-premise applications (web services and web API's)
- Knowledge of security standards and techniques for web applications.
- Experience with NetSuite and/or the promotional products industry is a plus

Knowledge/Skills/Abilities/Competencies

- Personal Leadership
 - **Agile & Adaptable:** Responds to change and uncertainty with confidence and openness; seeks new experiences to develop skills; solicits and acts on feedback; learns from experiences; not afraid to take risks.
 - **Accountable:** Accepts responsibility for one's own performance and actions; follows through on commitment; assumes positive intent in others; treats others objectively and consistently; acts with integrity.
 - **Courageous:** Confronts difficult issues objectively and supports others who do the same; champions new ideas; manages personal discomfort in difficult situations.
- Team Leadership
 - **Collaborate:** Works effectively with others to meet goals and satisfy business objectives; develop and maintain strong relationships with internal/external partners; seek buy-in of stakeholders; deal with disagreements or different points of view in a constructive manner; and maintain positive relationships even under difficult circumstances.
 - **Communicate Effectively:** Listens attentively and with empathy to concerns of others; adjusts messages to the audience; keeps people up to date with relevant information; speaks and writes clearly; encourages others to express views, even unpopular ones.
 - **Manage Talent:** Willingly shares expertise and experience with others.
 - **Engage & Inspire Others:** Conveys trust in people's competence to do their jobs; creates a feeling of energy, excitement, and personal investment; inspires others to excel; recognizes performance that exceeds expectations.
- Thought Leadership
 - **Solves Problems:** Seeks out and considers relevant data, intuition, ideas and experience to make decisions and solve problems; effectively and efficiently integrates information from diverse sources; thoughtfully considers alternative solutions and perspectives.
 - **Strategizes:** Thinks critically; understands implications of decisions; shares ideas for improvement; sees how his/her work relates to the work of other teams in the organization as a whole; knows which people in the organization need to be informed, what they need to know, and when to tell them.
 - **Innovates:** Generates new ideas that add value; nurtures fresh approaches and appropriate risk taking; seeks alternative points of view; approaches problems with curiosity and generates creative solutions.
- Results Leadership
 - **Manages Execution:** Manage resources and time to achieve business objectives; prioritizes goals; works quickly to get things done.
 - **Drives for Results:** Fosters a sense of urgency and commitment to achieve goals and create an Owner focused environment; takes initiative to proactively address critical issues; carefully considers compliance and regulatory obligations.

- **Maximizes Productivity:** Identifies ways to streamline and improve efficiency of work; ensures that defined processes, quality standards, and best practices are executed as designed.

Working Conditions

- Occasional (less than 5%) travel as needed
- Prolonged periods sitting at a desk and working on a computer.

Please note this job description is not designed to cover or contain a comprehensive listing of functions or responsibilities that are required of the employee for this job. Functions and responsibilities may change at any time with or without notice.