



Application Engineer

Job Description

Cayuse, Inc. is the industry leader in hosted software solutions that support research administration. Our hosted solutions are used by the country's most distinguished research organization in managing proposals for federal grant funding, post-award accounting of these funds, as well as compliance with animal and human subjects research. Our offices are located just outside of beautiful Portland, Oregon. We have an informal, energetic, and invigorating culture built around smart people and letting each person focus on what they do best.

Job Responsibilities

- Provision, configure, deploy, and support our suite of electronic research applications, as well as their supporting tools and services.
- Develop and maintain a deep understanding of how the entire suite of Cayuse products is developed, deployed, and supported.
- Coordinate with the Technical Operations team as one of a limited number of technical professionals with administrative access to our production 24x7 product operations infrastructure, including access to our bi-coastal data centers
- Serve as technical lead within the Professional Services organization by acting as the escalation point for issues arising from Customer Support and other functional areas within the company.
- Quickly understand how to meet customer needs, develop solutions to those needs, and educate other personnel within Cayuse about how to integrate those solutions into the overall service delivery model
- Work with the Manager of Professional Services to continuously define and improve a wide spectrum of processes utilized by the Professional Services team.
- Gain an understanding of the functionality and technical constraints of our software. Communicate these to Subject Matter Experts.
- Collaborate closely with the Dev and QA teams to improve processes and technology supporting deployment and maintenance of our applications.

Job Requirements

Imperatives

- Energetic, curious, resourceful, highly creative and self-motivated. Able to thrive in a fast-moving and sometimes ambiguous environment.
- Strong sense of ownership and accountability.

- Excellent autonomous problem solving ability.
- Excellent ability to bring a sense of customer-focus and professional ethics to all things.
- Excellent written and verbal communication skills.
- Able to continuously exhibit the highest levels of professional discretion as a technical representative of Cayuse in all customer relationships.

Experience

- Convince us you have what it takes
- We expect at least three years of aggressive experience with data-driven, highly-available hosted software solutions in heterogeneous 24x7 high-availability operations environments, with significant levels of direct customer interaction.
- Preference given to candidates with technical experience in electronic Research Administration, or experience with other academic technical operations.
- Preference given to experience with authentication systems.

Skill set

- Required: Linux, MS Windows, Tomcat, Apache, Javascript, Ajax, Perl, MS SQL Server, PostgreSQL, PostFix, ColdFusion, SSO architectures (Shibboleth, CAS), Subversion.
- Desired: Java, PHP, JDBC, Oracle, Signing Certificates and Truststores.

Education

- Bachelor's degree in Computer Science or a related technical discipline or demonstrable equivalent work experience

Other Information

This is a full-time, on-site, salaried position, with generous medical, dental, and vision benefits as well as paid vacation. We unfortunately cannot provide sponsorship or relocation benefits at this time.

Contact

To be considered for this position, please email your resume and cover letter to the Manager of Professional Services at careers@cayuse.com. Please reference "Application Engineer" in the subject line.