

## Job Description

### Job Title: Application Support Engineer – Customs Systems

#### Job Summary:

We are seeking an experienced Application Support Engineer with strong Customs domain expertise to support and maintain mission-critical customs and trade-related applications. The ideal candidate will have hands-on experience working with customs systems, customs clearance workflows, trade compliance processes, and integration with government/customs platforms.

The role involves providing second-line application support, troubleshooting production issues, analyzing incidents, supporting integrations, and ensuring high availability of enterprise applications built on Java and Oracle technologies.

Customs business knowledge and operational experience are considered the highest priority for this role.

#### Key Responsibilities

- Provide **second-line support** for production applications, investigating and resolving incidents escalated from 1st line support.
- Perform **root cause analysis** for reported issues and implement permanent fixes where applicable.
- Support applications developed using **Java (J2EE/Spring or similar frameworks)**.
- Diagnose and resolve issues related to **Oracle** (queries, performance, data integrity).
- Monitor application performance and ensure system availability and reliability.
- Collaborate with development teams for **bug fixes, patches, and enhancements**.
- Conduct **functional and technical testing** of fixes before deployment to production.
- Prepare and maintain **reports** related to incidents, system performance, and support metrics.

- Participate in **release management activities**, including deployment validation and post-release monitoring.
- Maintain **technical documentation**, including known errors, workarounds, and system configurations.
- Ensure adherence to **SLA and KPI targets** for incident resolution and service delivery.

### **Mandatory Domain Experience**

- Strong hands-on experience in Customs, Trade Compliance, Freight Forwarding, Port Operations, or Logistics systems.
- Good understanding of customs clearance workflows, declarations, manifests, inspections, and regulatory processes.
- Experience in supporting systems integrated with Customs Authorities or Government platforms is highly preferred.
- Familiarity with import/export operations and trade documentation is an advantage.

### **Technical Requirements**

- Strong knowledge of **Java-based applications** (log analysis, debugging, understanding application flow).
- Hands-on experience with **Oracle Database** (PL/SQL, performance tuning basics)
- Experience in **application support environments** (incident, problem, change management).
- Familiarity with **BI tools and ETL processes** (e.g., data pipelines, job scheduling, troubleshooting failures).
- Experience with **log analysis tools** and monitoring systems.
- Understanding of **API integrations, web services (REST/SOAP)**.
- Familiarity with **version control and release management tools** is a plus.

## Soft Skills & Functional Requirements

- Strong **analytical and problem-solving skills**.
- Ability to **work under pressure** and manage multiple incidents simultaneously.
- Good **communication skills** for interacting with technical and non-technical stakeholders.
- Experience in **report preparation and data analysis**.
- Ability to perform **structured testing** and validation of fixes.
- Team player with a proactive approach to issue resolution.

## Qualifications & Experience

- Bachelor's degree in computer science, Information Technology, or related field.
- **3–6 years of experience** in application support or a similar role.
- Experience working in **enterprise environments** with critical applications.
- ITIL knowledge or certification is an advantage.
- Fluency in English and Arabic Languages.