



## Application Packager/ Specialist

### About Us

Camwood is a Modern Workplace and Applications IT specialist. Founded in 1999, we've been helping our customers digitally evolve their application and end-user environments for over 20 years.

We're a company that has innovation, automation, and deep technological expertise at its core. We listen to customers' needs and create tailored solutions to overcome their challenges. Numerous software solutions have been incubated by our team and they are now stand-alone businesses, including Rimo3, NexBotix and Infinity. Our first automation product, App-DNA, was sold to Citrix systems back in 2011.

We are in an exciting phase of growth, expanding our portfolio of solutions, services, and strategic partners to help take our business to the next level. Our team at Camwood and Infinity are a credit to our success. Dedicated, passionate, customer-focused, and always ready to offer an honest opinion to deliver a better outcome. That outcome is readiness today for the technology of tomorrow.

**Job Purpose:** Effective delivery of Camwood's Application Packaging and Sequencing Services ad-hoc or scheduled, providing excellent customer service and technical capabilities.

**Job Summary:** The Application Specialist is responsible for the quality packaging or sequencing of applications in line with customer requirements. He/she is responsible for ensuring all processes and standards are followed and the throughput of work is maintained. The role will also entail troubleshooting applications working closely with the Service and Delivery managers.

### Key Deliverables:

- Application Engineering: ensuring quality and SLA guidelines are adhered to for all client based and internal application packaging in MSI and sequencing for App-V. From discovery process to UAT's.
- Application Quality Assurance: ensuring testing standard and procedures are adhered to and reported on.
- Awareness of Contractual Details by engaging with the Service Delivery Team to ensure scope of services is understood and adhered to.
- Provide Application Expertise relating to; technical environment, packaging or sequencing standards, core builds, all processes and tool sets, Camwood systems,



resolution of complex technical issues and technical escalation (internally or externally).

- Is flexible and must be willing to travel throughout the UK and Europe when requested.
- Supports Service Delivery team in providing technical responses to emerging issues, ensuring these are dealt with in a timely fashion.
- Provides Escalation Management by either managing issues directly or escalating issues to the customer or Camwood management.
- Provide Documentation on a range of technical issues as required.
- Act as a Technical Resource for clients and for the team he/she is a member.
- Contributes to Team Effort by creating an effective working environment accomplishing related results as needed.
- Assists Knowledge Management by ensuring an environment conducive to exchanging and sharing knowledge internally and externally is maintained. Ensure 'knowledge notes' are kept up to date and make staff aware of important issues.
- Liaise with other Camwood Staff to ensure process and procedure is continually improved. Ensure feedback on all procedures and systems is escalated to appropriate levels and followed through to ensure implementation is carried out.
- Is flexible and can perform various functions when required.

### **Key Internal Relationships:**

- Camwood Shared Services
- Camwood Operations, Project & Technical Teams
- Camwood Professional Services

## **Personal Specification**

### **Qualifications, Skills & Experience:**

- Career background to include MSI application packaging and App-V Sequencing for at least 4 years with experience in providing problem solving and Application consulting.
- Solid knowledge of Microsoft Operating Systems.
- MCSE Windows 7, 8.x & 10 or equivalent qualification is desirable.
- Can demonstrate knowledge of MSI, App-V, XenApp, Wise, InstallShield, Orca and WinInstall packaging technologies.
- Experience of software implementations into medium and large enterprise businesses.
- Knowledge of industry best practices for MSI and App-V.
- Can provide quality technical and reporting documentation.



- Experience of, Active Directory, SCCM, Intune, Registry issues, Novell and Windows File Protection.
- Able to determine key aspects of packaging or sequencing standards.
- Operated in 'blue chip' company or quality services partner.

#### **Personal Attributes:**

- Articulate
- Hardworking
- Excellent inter-personal and client facing skills essential
- Drive and Enthusiasm
- Time management skills
- Team Player
- Clean and smart professional appearance

#### **Additional Attributes:**

- Ability and willingness to respond to client needs with creative and appropriate solutions.
- Ability and willingness to pro-actively maintain industry knowledge.
- Ability and willingness to deliver quality to tight deadlines.
- Ability and willingness to tackle, in a structured way, a large task load.

The salary for this role will be competitive and dependent on your experience. Please note that this role is entirely remote.

If you think you could be a good fit for this role and you'd like to apply, please send your CV and covering letter to our hiring manager Jo Cseko on [jo.cseko@camwood.com](mailto:jo.cseko@camwood.com).