ROLE DESCRIPTION

Position:	Technical Implementation Consultant – Professional Services (Software - ECM)
Department:	Professional Services
Reporting to:	Manager, Professional Services
Vision for the Role:	In this role the Consultant will work collaboratively with the Professional Services team to provide customers with implementation, configuration, training, and support for our Enterprise Content Management, file scanning & transfer and statement composition & output solutions.

Overview:

This role involves timely implementation of Doxim products and services for end user customers. Projects assigned to the Technical Implementation Consultant can consist of smaller single phase or larger projects that may require the support of project team members (e.g. Developer resources).The Consultant will have the ability to manage multiple projects, providing regular progress reports, highlighting if any issues arise that might impact the customer. The Consultant will possess good technical skills backed by strong project management practices so they can autonomously complete smaller projects with a low requirement for supervision, to ensure speedy delivery and quality delivery while managing project risks.

Key Responsibilities:

- Provide implementation and integration services for Doxim's enterprise content management, document scanning and document processing solutions
- Provide estimates for Statements Of Work (SOW) and Change Requests to ensure jobs are properly quoted to clients
- Work closely with the business analysts and senior developers to identify business requirements, formulate designs and implement solutions for clients
- Maintain positive, friendly, collaborative relationships with customer, internal stakeholders, and vendors.
- Fix product based configuration or other issues that may be prohibiting customer deliveries
- Define, document and communicate the project progress to client stakeholders and project teams/managers
- Prepare and maintain documentation regarding implemented systems and designs and train others to execute
- Deliver projects on time and on budget
- Develop/provide customer end-user training
- Leverage product knowledge gained to provide post implementation and second level support to customers
- Clearly document ideas, concepts, designs, test, results, feedback and other information in an organized manner

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Business Skills/Experience:

- Minimum 3 years' experience in a similar customer facing role in software delivery
- Good understanding of enterprise content management solutions
- Strong analytical skills with a demonstrated ability to interpret customer business needs and translate them into application and operational requirements
- Able to meet and manage competing demands from customers and internal staff
- Skilled at creation of technical design and operational handover documentation
- Comfortable building trusted relationships with customers
- Solid understanding of data/document management practices for company information, including both formatted and unformatted data.
- Demonstrable exposure to the financial services industry
- Ability to develop a simple project plan for implementing new installations/upgrades
- Ability to think strategically and act tactically
- Good organizational skills; attention to detail
- Excellent written, verbal communication and presentation skills
- Strong inter-personal skills and ability to work in a team environment

Education:

- Bachelor's degree in Information Technology or Computer Science or equivalent or relevant work experience

Technical Qualifications:

- Excellent knowledge of IIS
- Experience with SQL 2008 or 2012 as a data analyst or DBA.
- Demonstrable skill in SQL scripting
- Excellent knowledge of Microsoft IIS, web based applications and server hardware
- Working knowledge in one of more of JAVA, AJAX, CSS, DHTML, PDF, SQL, XML, JavaScript, Relational Databases, Data Analysis and Parsing
- Demonstrated experience in working with large data file structures such as XML, Print Streams, Database technologies
- Above average experience in ETL
- Working knowledge of web technologies, XML, and data analysis
- Above average experience in Java/C# programming

Working Conditions:

- Travel, up to 5% (within Canada)
- Work as part of a small, hard charging technical solutions team implementing ECM, scanning, electronic document processing and XML statement solutions

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