

## **Solutions Analyst**

**Position:** Solutions Analyst  
**Department:** Professional Services  
**Exempt/Non-Exempt:** Exempt

eDocument Resources believes each employee makes a significant contribution to our success. Those contributions may go beyond the scope of regular duties. It is our expectation that each employee will offer his or her services within a culture of **innovation, integrity and enthusiasm** to ensure the success of our company.

### **Position Summary:**

A Solutions Analyst is responsible for providing customers with valuable content management solutions to build efficiencies into their business processes that result in significant cost savings. Specifically, a Solutions Analyst is responsible for developing workflow and content management systems, stand-alone applications, customer support, business requirements gathering, and solution design. [Job Description click here.](#)

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### **Essential Duties and Job Responsibilities:**

- Perform analysis and requirements gathering with clients.
- Install/Implement out of the box and customized solutions for ECM at client sites while achieving billable utilization, cost per billable hour, revenue per billable hour, and minimum NPS objectives.
- Perform other technical activities such as: hardware installation, database installation, network/database troubleshooting, and training.

- May assist with multiple teams and projects ensuring that project goals are achieved according to project plans, and in accordance with project priorities.
- Supports revenue generating efforts to improve subject matter expertise and expectation setting by being a resource and participating in pre-sales activity.
- Consistently communicates progress, obstacles, and growth opportunities to the Sales (account management) team, and management team.
- Engages in regular and periodic reviews with supervisor. Willingly accepts direction from supervisor.
- Completes continuing education and renews licensing/certification.
- Completes other duties as assigned.

**Qualifications:**

**Minimum education and experience required:**

- BA or BS degree in Computer Science, software development, or related technology field.
- Experience with state or local government agencies, or other eDoc vertical markets is a plus

**Minimum knowledge and skills required:**

- Experience in .NET, SQL, and HTML.
- Microsoft certifications (or equivalent).
- Strong organization skills.
- Demonstrated skill acting as a team player across multiple teams within the entire enterprise.
- Understands and displays a passion for customer intimate methodology.
- Excellent interpersonal and communication skills to develop and maintain effective relationships with customers, management team members and all colleagues within the company.
- Ability to solve complex problems.
- Analyzes information from varying perspectives, establishes the pivotal element of an issue, and reaches a logical conclusion through the process.
- Expresses ideas clearly, concisely, directly and willingly.
- Uses technology, resources and time efficiently. Learns quickly and applies current information to appropriate tasks.
- Displays a high level of energy, persistence and a positive outlook. Learns from mistakes and constructive criticism and continuously seeks ways to improve.
- Must put a high value on process.
- Ability to handle stress, while maintaining a positive attitude toward customers, team members and other eDoc colleagues.
- Must be proficient in common software office applications. Most notably:
  - Microsoft Word, Excel, PowerPoint, Outlook, SharePoint
- Must be comfortable in front of customers performing training, analysis, etc.
- Must have prior technical support, operating systems, network, and application experience.
- Documentation skills need to be strong.
- Attention to detail and a strong desire to provide high customer service.
- Experience with OnBase, Kofax, or related technologies a plus.

**Key Relationships:**

- Ability to work effectively with team members, project managers and team leads.
- Open and frequent communication across departments (Professional Services, Support, Sales, Finance, HR)
- Ability to establish and maintain positive relationships with existing and prospective customer personnel.
- Ability to establish and maintain positive relationships with existing and prospective vendor personnel.

**Travel Requirements:**

- Must be willing and able to travel by auto or airplane 50% or more of the time. Travel may be required on short notice due to customer needs.

The above statements are not an exhaustive list of job duties and responsibilities of this position at eDocument Resources. They only reflect the general duties and responsibilities necessary to describe the principal functions of the job. Responsibilities of the position are subject to change as determined necessary.