

## Technical Lead

**Position: Technical Lead**  
**Department: Professional Services**  
**Exempt/Non-Exempt: Exempt**

eDocument Resources believes each employee makes a significant contribution to our success. Those contributions may be outside 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 Technical Lead is responsible for providing customers with valuable content management solutions to build efficiencies into their business processes that result in significant cost savings. This position includes performing all requirements of the Solutions Analyst position while additionally applying a higher level of technical knowledge and capability. This position may also provide project leadership, assist with resource planning and act as the lead architect and designer for each client/project. [Job Description click here.](#)

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

- Lead architecture and design decisions for each client/project.
- Responsible for the technical side of all team projects, even when not the primary solutions analyst on the project.
- Act as team communication liaison for 3<sup>rd</sup> party vendors (i.e. in relation to Epic integration, SMI issues, etc.).
- Assist project manager with resource planning, estimates, timeline estimations, and day-to-day project planning.

- Lead effort to clean up/standardize the implementation process thereby allowing the team to handle increasing demand with better efficiency.
- Use training and mentoring capabilities as well as advanced knowledge of the products and customized solutions to assist new hires.
- Create training/on-boarding process for a new team member so that the new team member has the knowledge and ability to seamlessly integrate into the team.
- Provide ongoing mentorship necessary for new hire to get up to speed as quickly as possible and provide value on a standalone basis within a 6-month period of being hired.
- Remain knowledgeable on technology trends specific to eDocument Resources solutions and the team vertical where applicable (i.e. health care, government, etc.).
- Attend Hyland webinars to remain up to date on Hyland initiatives, versions, etc.
- Visit existing clients to review latest generation products in action.
- 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.
- 4 years experience as a solutions analyst, 2 years experience as a project manager, or comparable experience.

##### **Minimum knowledge and skills required:**

- Experience in .NET, SQL, and HTML.
- Microsoft certifications (or equivalent).
- Strong organization skills.
- Demonstrated skill managing multiple projects and tracking progress with project management software.
- 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, project team members, and all colleagues within the company.
- Ability to solve complex problems.
- Uses technology, resources and time efficiently. Learns quickly and applies current information to appropriate tasks.
- Must be proficient in common software office applications. Most notably:
- Microsoft Word, Excel, PowerPoint, Outlook, SharePoint, Project
- Must be comfortable in front of customers performing training, analysis, etc.
- Minimum of 4 years experience with OnBase, Kofax, or related technologies a plus.

**Key Relationships:**

- Ability to manage project personnel to successfully accomplish project goals.
- 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 able to travel by auto or airplane a minimum of 25% of the time. Travel may be required on short notice due to customer or project 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.