CRAWFORD TECHNOLOGIES

Join Our Dynamic Team as a Support/Services Engineer!

This position offers you an exciting enterprise opportunity for market leading high-growth global company in ECM, CCM, EOM, Archiving and Accessibility technologies.

Location: United States Work from Home

About Crawford Technologies

Crawford Technologies is an award-winning, worldwide leader in print-stream conversions, document re-engineering, high-volume document workflow, document accessibility and archiving software solutions. For 20 years, Crawford Technologies has expanded its solution offerings in Customer Communications Management (CCM), Enterprise Output Management (EOM), Enterprise Content Management (ECM) and Document Accessibility markets. CrawfordTech is dedicated to helping organizations improve their customer communications delivery systems so people can receive their documents in their format and channel of preference.

Crawford Technologies is on the forefront of technology. As a North American Deloitte Technology FAST 500 company, listed the past seven years on the PROFIT 500 list of fastest growing companies in Canada and a member of the Branham 300 Top ICT Companies in Canada for three, CrawfordTech is an exciting high growth company with a lot of opportunity.

Crawford Technologies has a fun, diverse and fast-paced culture with an inherent drive to make an impact with an eye for innovation in technology. We have the best, brightest talent and our employees make the difference, and we have the awards and recognition to demonstrate it.

Position Summary

In this role you will be supporting partners, customers and internal staff all around the world. You will be working with global-class partners including IBM, Xerox, Canon and EMC as we revolutionize the document delivery market. Analyze information to determine, recommend, and plan installations of a new system or modification of an existing system. Install, guide and support enterprise software solutions. You will bring with you a high energy solution driven mentality along with extensive pre-sales experience working in a solutions and technology environment.

Position Responsibilities

You will have responsibility to for all aspects of the process including:
- Develop and conduct software system testing and validation procedures.
- Evaluate factors such as performance requirements, cost constraints, and need for availability, to determine hardware configuration.
- Installation, support and support diagnostics for deployment of solutions.
- Store, retrieve, and analyze data for analysis of software capabilities and requirements.

- Advise customer about, perform analysis, and assist support on maintenance of software and system components
- Consult with customers and/or other departments on project status, proposals and technical issues such as software design and maintenance.
- Prepare reports, correspondences, and update problem tracking system concerning project/problem specifications, activities and status.
- Train or advise users to use new or modified software components.
- Contributing to ideas for marketing, new products, business opportunities and system improvements.
- Confer with project managers, customers and/or company appointed, to obtain or distribute information on specifications, limitations, and capabilities of our software products.
- Consult with engineering, development, and management staffs to evaluate software and system failures, develop specifications and performance requirements, and resolve customer problems.

The position reports directly to the Manager of Professional Services in North America and will be a work from home opportunity in the US.

Position Requirements

- Enterprise content management environments.
  - IBM CMOD, FileNet and P8, IBM Content Navigator, Opentext – Documentum
- IBM WebSphere – Installation, configuration and support
- DB2 Database – Installation, configuration and support
- Operating Systems Expert to install on – Windows, Linux, Aix
- System integration and system trouble diagnostics
- Minimum of 5 years' experience in a similar position within Enterprise Software or Content Management marketplace
- A high level of professionalism, passion, ethics, confidence and commitment
- Self-starting individual who is a quick learner
- Strong organizational and computer skills (Microsoft Office products)
- Ability to travel 25%+
- Excellent communication skills with both executive and technical audiences
- Ability to clearly document business requirements and translate to technical solutions and specifications
- Exceptional presentation skills
- Excellent computer application skills such as Visio, Microsoft Word, Excel, PowerPoint etc.

Position Desirables (these may assist in enhancing candidates' chances of success in the role)
- Bachelor's degree in a closely related field. Experience may be substituted for a degree.
- Experience working with internal teams such as sales, development and product management and others to ensure that feedback from clients is addressed and the products are meeting current client needs.
- Some understanding of different programming languages and scripting knowledge.
- Computer OS knowledge, MVS ZOS, Windows, Linux, AIX, and Solaris.
- Database structure and knowledge. Oracle, SQL, and MySQL knowledge.
- Proven ability to work as a satellite employee
- Knowledge of enterprise production printing products and technologies a plus.
- Ability to work to deadlines and manage time.

- Working knowledge of common software applications and uses; including Operating Systems, MS Office Applications, Internet Browsers, and Adobe Acrobat. Ability to learn new software applications as they appear in the market and stay current with technology.

What is in it for you?
- *Competitive salary and generous commission structure*
- *Excellent benefits*
- *Informal working environment*
- *Flexible work hours*
- *Be a part of an exciting, rapidly growing technology company*

Salary will be based on your experience level.

Please submit your credentials and/or resume in confidence to humanres@crawfordtech.com
We thank all applicants for their interest, but only those short listed will be contacted.

Note: This job description is to be used as a guide for accomplishing company and department objectives and is not intended, and should not be construed to be an all-inclusive list of responsibilities, skills, efforts or working condition associated with a job. Management reserves the right to modify, add or remove duties from particular jobs and to assign other duties as necessary.

Crawford Technologies Inc. is an Equal Employment Opportunity/Affirmative Action Employer and provides reasonable accommodations during the job application process for qualified individuals with disabilities.