

Job Title: ECM Solutions Support Specialist

Location: Edinburgh

Salary: Competitive

Duration: Permanent, 37.5 Hours per week 8.30am-5.00pm Monday to Friday (23 days plus 8 days statutory)

The Company: Capital Document Solutions Limited

About us:

Established in 1979, we are Scotland's largest independent supplier of office equipment and document solutions, with 210 employees based in Edinburgh, Glasgow, Aberdeen, Dundee, Inverness and Shetland. As digital technology has developed, our products have expanded to provide clients with the best equipment and software to manage their digital and print requirements. We are a leader in our field and one of 7 approved Scottish Procurement suppliers, with a range of electronic document solutions that produce, manage and distribute documents cost effectively for both the private and public sectors. We were awarded the GO (Government Opportunities) Award for Best Service, and we are ISO 9001 and 14001 accredited for our Quality Management and Environmental Management systems. All of our ECM engineers are trained to Gold certification standard and we have achieved the Laserfiche winners' circle for the last six years.

The vacancy is for a third ECM Solutions Specialist to support our rapidly expanding customer base of ECM solutions installations.

The Role of ECM Solutions Support Specialist

This is a dynamic and challenging role for an eager person, looking to move into a technical consulting role.

We are a small, highly skilled team, who will train you in the skills you'll need to become a world class technical consultant.

With our help:

You will become skilled in: Integrating mission-critical business systems, Business Analysis; Technical Consulting; Support; Project Management; Training; BPM (Workflow); Electronic Document Management; Electronic Records Management; Enterprise Content Management; System Documentation.

In return:

- You will be a self-learner and keen to expand your knowledge and abilities in the technical and business related aspects of solutions delivery.
- You have a mind that loves a challenge and solving problems – to resolve support issues and provide ECM-based solutions to match our customers' requirements.
- You will report to our Edinburgh office. Client visits will be required to install and support our Laserfiche software.
- You may be asked to attend any relevant software training courses either in-house or from software vendors. (This may involve traveling to the USA for training)
- You are required to maintain a comprehensive working knowledge of our full range of ECM software products including all aspects of installation, updates and trouble-shooting procedures.

Qualifications/Experience:

- Previous experience installing and supporting ECM Solutions would be an advantage.
- Experience dealing directly with customers.
- Working knowledge of Network protocols, DHCP, DNS, TCP/IP etc.
- Some knowledge of (C#, VB.NET, Java, XML and Regular Expressions) would be an advantage
- Good knowledge of Microsoft Server/Client, Active Directory and Exchange also a good knowledge of Microsoft Office products
- Knowledge of SQL database admin, development/programming.
- Knowledge of web servers and protocols.
- Experience in writing technical documents.
- Experience in training clients.
- Full Driving licence.

To apply please send your CV with covering letter to: ihowe@capital-solutions.co.uk