



ECM Solutions Specialist, Edinburgh

Job Title: Enterprise Content Management Solutions Specialist

Location: Edinburgh

Salary: Competitive

Position: Permanent

The Company: Capital Document Solutions Limited

The Role:

We have a new opportunity for an ECM Solutions Specialist to join our growing team. Reporting into the ECM Support Manager, and working closely our Pre-Sales and Technical Consultants, the position is to support our rapidly expanding customer base of Enterprise Content Management solutions installations, using our chosen solution - Laserfiche.

Laserfiche is a worldwide market leader for ECM software solutions with over 40 000 customers and 5 million users. This is a dynamic and challenging role for an eager person, looking to move into a technical consulting role.

You will be exposed to a variety of advanced technologies as you engage with our customers through their Digital Transformation journey, making use of the full suite of Laserfiche products to help companies move toward a paperless office.

This is an office-based role though you would, on occasion, be required to visit clients' premises. The role offers a fantastic opportunity for personal development into other areas of the Laserfiche team. Your duties will change according to our customer demands and the status of on-going projects, but will include:

- Managing customer support incidents within our agreed SLA's including logging calls and emails from Clients, investigating their issue, escalating internally where required and regularly reporting on the status of all calls
- Working in conjunction with our team of Technical Consultants you will;
 - Implement Laserfiche ECM Solutions according to customer requirements
 - Build Laserfiche Workflow and Forms processes to automate paper-based processes
 - Integrate Laserfiche with mission-critical business systems e.g.: ERP, Finance, CRM

What we offer:

We have a 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; Client Training; Business Process Automation (Workflow and Electronic Forms); Electronic Document Management; Electronic Records Management; Enterprise Content Management; System Documentation.

What we'll expect of you:

- Attitude is as important as the skills that you bring to this role. We aim to grow our business through growing our people and our vision statement is: to continuously strengthen our business and be proud of all that we are and do. To be successful in this role we will expect you to demonstrate personal values that match our company culture of integrity, responsibility, care and openness.
- You will be a self-learner and keen to expand your knowledge and abilities in the technical and business-related aspects of solutions delivery
- Excellent time management, particularly the ability to effectively prioritise and execute tasks in line with business objectives
- You have the type of mind that loves the challenge of resolving problems/ support issues, while also being able to provide ECM-based solutions to match our customers' requirements
- You will be required to maintain a comprehensive knowledge of our ECM solutions by achieving and maintaining Laserfiche Gold Certified Professional Programme. This includes all aspects of installation, updates and trouble-shooting procedures and is available online

Qualifications/Experience

- A minimum of 3 years' experience in a Software Solutions Support and Implementation role including creating technical documentation and user training
- Experience with interacting with customers at all levels of a business, from Senior Directors to end-users
- An understanding of Business Process Automation
- Good knowledge of at least one programming language (C#.NET, VB.NET, Java, C++)
- An understanding of at least some of the following;
 - Network protocols, DHCP, DNS, TCP/IP etc
 - HTML, CSS, JavaScript, XML, Regular Expressions
 - Microsoft Windows Server, Active Directory and Microsoft Office Products
 - Microsoft SQL Server or other RDMS
- Experience of managing projects is desirable
- Previous experience installing and supporting ECM, Content Services or Collaboration solutions such as OnBase, FileNet, Documentum or MS SharePoint.
- Full Driving licence.

Benefits/ Conditions

- Main working hours: 37.5 hours per week, Monday to Friday 8.30am to 5.00pm
- 33 days including public holidays, rising to 36 days after 2 years and 38 days after 5 years
- Auto enrolment into the company pension scheme after 3 months
- Your minimum personal pension contribution 3% will be matched by a maximum company contribution of 3%
- ISO 9001 (Quality), ISO 14001(Environment) ISO 27001 (security) accredited company

About Capital Document Solutions

Established in 1979, we are Scotland's largest independent supplier of office equipment and document solutions, with over 200 employees working out of Edinburgh, Glasgow, Aberdeen, Dundee, and Inverness. 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 8 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. Our reputation in the industry is second to none and has been established over the years by our highly trained staff.

Capital has grown significantly since being established in 1979 and acquired Highland Office Equipment in 2013.

If you think you have the potential to excel in this role, send your CV and a covering letter to Judith Adamson, People Manager: jadamson@captial-solutions.co.uk