**Summary:**

The Document and Records Management Solution Engineer is responsible for supporting the Laserfiche Enterprise Content Management (ECM) application throughout Orano TN. Responsible to resolve daily Production ECM issues and design and develop document processing and workflow solutions in response to all Business Departments and individual’s needs.

**Essential Duties and Responsibilities:**

* Delivers first-class software solutions using a combination of out-of-the-box Laserfiche Enterprise software and custom-coded solutions tailored to Orano TN’s business needs.
* Business Process Optimization - Analyzes business needs and requirements to design and implement new solutions.
* Creates documentation detailing custom solutions provided to Orano TN’s business customers and framing the scope of the engagement.
* Provides post-implementation support for solutions (including troubleshooting, maintenance and training).
* Participates in the installation and testing of the latest Laserfiche patches/releases with IS/IT.
* Monitors Laserfiche Workflows to ensure continuous operation of business critical processes and integrations. Analyzes performance of Workflows to ensure optimal processing of data.
* Proposes recommendations for improving content management solution capabilities.
* Develops, documents, and maintains standards, best practices, and system usage procedures for Laserfiche solutions. Assists in the development of document or content classification to facilitate information capture, search, and retrieval. Conducts needs assessments to identify document and records management requirements of departments or end users.
* Analyzes, interprets, and disseminates system performance data.
* Implements scanning or other automated data entry procedures, using imaging devices and document imaging software.
* Maintains a variety of documentation, including operations procedures and error logs. Corrects and documents operational problems and discrepancies, including application changes and procedural changes as directed by supervisor or manager. Communicate changes in operating procedures and techniques to all operations personnel.
* Keeps abreast of developments in document and records management by reviewing current literature, talking with colleagues, participating in educational programs, attending meetings or workshops, or participating in professional organizations or conferences.
* Ensures software source code and application changes are promoted into both the Test and Production environments by following designated Change Management processes and controls. Ensures Test and Production application documents comply with IT Policies, Procedures and Controls prior to promotion to any production environment. Maintains configuration history of code moving into the Test and Production environments.
* Supports internal and external audits of Orano TN’s processes and systems by performing tasks such as delivering audit requests to exhibit that our established audit controls are followed and compiling lists of active user for quarterly application recertification’s.
* Utilize remote access solution support: VPN, SecureMeeting, Skype for Business

**Qualifications:**

The capabilities listed below are representative of the knowledge, skill, and/or ability required for an individual to perform this job successfully.

* 1-3 years of related work experience.
* Experience with Document and Records Management processes is required.
* Experience with ECM systems is required.
* Programming skills (C#, VB.NET, ASP.NET, MVC, and/or JavaScript preferred), knowledge of SQL, general IT knowledge.
* Experience using Configuration and Change Management tools and PC & Server Troubleshooting.
* Experience with responding to reported incidents/alerts.
* Proven ability in using configuration management standards.
* Exceptional analytical, conceptual, and problem-solving abilities.
* Strong written/oral communication and presentation/interpersonal skills.
* Highly self-motivated and able to work independently as well as in a team environment.
* Excellent customer service focus.

**Additional Duties and Responsibilities:**

* Take on DCA role for assigned projects.
* Ability to work in a team and communicate effectively.
* Escalate service or project issues that cannot be completed within agreed service levels.
* Business awareness: and understanding of product management cycles.
* Document internal processes and procedures related to duties and responsibilities.
* Responsible for entering time and expenses as it occurs.
* Enter all work as service or project tickets into our system – IS on Demand

**Education:**

* Bachelor's degree in Computer Science, Physical Sciences, Engineering, or related field is required.

**Knowledge, Skills, and Abilities:**

* Hours: In addition to the standard company work day, the position requires working some evenings and weekends for installing, maintaining, or monitoring applications.
* Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care
* Diagnosis skills of technical issues
* Ability to multi-task and adapt to changes quickly
* Technical awareness: ability to match resources to technical issues appropriately
* Service awareness of all organization’s key IT services for which support is being provided
* Understanding of support tools, techniques, and how technology is used to provide IT services
* Typing skills to ensure quick and accurate entry of service request details
* Self-motivated with the ability to work in a fast moving environment