



Implementation Engineer

Location

Portland, OR or Cincinnati, OH

Summary

The incumbent is expected to perform or direct all technical aspects of product implementation and ongoing support for customer solutions. The Implementation Engineer (IE) draws on knowledge and resources to choose the best method of product implementation given a customer's specific origination system configuration, business processes, and site requirements. The IE uses independent thought to address unique customer solutions. In addition to the technical expertise needed to successfully implement a client solution, as a primary customer contact the IE is personable and responsive to the customer, able to understand their work processes, and strives to remove all roadblocks to improve the ability for the customer to deliver documents via eLynx.

Career Development Path

The Implementation Engineer may have opportunities to progress into project management, or may decide to pursue vertical cross training options into other departments such as development as their career progresses.

Essential Duties and Responsibilities

- Define and document technical requirements for integration of eLynx applications with customer applications
- Correspond with customer's technical staff, independently or with the project team
- Conduct technical assessment and pre-sales technical support. Gain an understand of the customers business process, how they align with the eLynx solutions and what, if any, customizations might be needed to provide a successful implementation for the customer
- Perform tier-II technical support across all eLynx products
- Identify new product enhancements, work those enhancements with peers or the development team, and schedule enhancements for implementation
- Train customer staff, end users, and fellow eLynx peers on new products and enhancements
- Demonstrate expert knowledge of user, administration, installation, and compatibility of all eLynx software and web interfaces
- Perform weekly on-call support within rotation with other Implementation Engineers
- Occasional Travel as necessary, approximately 10%

Required Knowledge, Skills, and Abilities

- Bachelor's degree in a role related discipline such as: Systems Analysis, Computer Science, Engineering, or equivalent related work experience in lieu of degree/combination of work and education
- 3 + years Software and Hardware experience
- Interest and Experience in System Integration disciplines:
 - High proficiency in printer communication technology, both Windows and Unix
 - Good background knowledge of common electronic document image formats, specifically PCL, PDF and TIF
 - Knowledge of programming and software development methodologies

- Intermediate LAN/WAN connectivity troubleshooting skills
- Knowledge of IP Design Standards, common IP protocols and port usage
- Excellent technical communication skills
- Advanced Windows PC Administrative and troubleshooting skills at the application and OS levels
- Superior computer skills of common desktop applications (i.e., MS Office)
- External customer relationships:
 - Ability to respond to customers' needs and involve the necessary staff and resources to manifest solutions
 - Proven record of creating a positive, efficient working atmosphere and relationships a MUST
 - Extremely positive customer service orientation
 - Exceptional teamwork and collaborative skills
 - Tremendous interpersonal and communication skills
 - Self-directed and creative resolution seeker
 - Equally productive in group and solo project work
- Ability to prioritize workloads, must be able to work quickly and efficiently on multiple tasks and projects and take initiative in a fast-paced business environment

Preferred Knowledge, Skills, and Abilities

- Experience with WPS, uSign, and SwiftView products preferred
- Non-Windows OS experience
- Software development experience
- Network administration experience
- Printer/Device installation and service experience

How to Apply

Please submit a resume and e-mail/letter of interest to Human Resources careers@elynx.com. Hiring occurs via the Portland, OR office; please do NOT contact the Cincinnati office.