

Imagine Solutions is a premier provider of Enterprise Content Management (ECM) solutions for paper-centric, people-intensive, and compliance-driven industries.

By proactively capturing and managing content, processes and records, Imagine's ECM solutions drive value and transform business processes. The outcome: operational savings of 30% or more, with reduced audit and compliance exposure. Imagine Solutions currently has an opportunity available for a:

Product Support Engineer

SUMMARY

Rapidly growing software development/professional services company seeks a Product Support Engineer for its Product Development group. This person will be the primary contact for Encapture support and will diagnose and help to resolve issues that customers experience with the product. S/he will escalate as necessary to the product development team. This position will also assist in QA (testing the product) and in small product development tasks.

The successful candidate will have a diverse range of talents allowing them to work with the customers, QA/Testing group and the Architects and Developers.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- 1st tier customer support for Encapture product (approximately 50% of the time)
- Assist in QA on Encapture (approximately 30%)

- Basic .Net coding tasks with the Product Development team (approximately 20%)

EDUCATION and/or EXPERIENCE

- Bachelor's degree in CS/MIS/CIS/Engineering or equivalent experience preferred.
- Two or more years of customer support experience.
- Two or more years of testing experience.
- One year or more .NET experience (preferably C# or ASP a strong plus).
- Exposure to WCF, WPF, and Silverlight a plus.
- Excellent oral and written communication skills, including the ability to read and process complex technical information.
- Oracle and/or SQL Server experience.
- Diverse background (e.g. variety of application development experience including desktop and Web-based) a strong plus.
- Excellent organizational and decision making skills.

Imagine Solutions offers a friendly, work-life balanced environment; competitive salary; and generous benefits. We are looking for a goal-oriented, high-performing individual that wants to succeed in a competitive environment. We also offer training and challenging opportunities for those who prove themselves. There is no relocation or sponsorship available for this position.

Imagine Solutions is an Equal Opportunity Employer and promotes a drug and smoke free work environment.

To be considered, please include a cover letter and salary requirements with your resume. No phone calls or recruiters, please.

www.ImagineSolutions.com