Position Title:    Content Solutions Developer
Location: Omaha / Remote

**Job Purpose:**
- This position is responsible for assessing the client's needs, discovering the requirements, defining the scope, designing the solutions, & as necessary delivering a solution.
- Content Solutions developer will assist in preliminary conversations with customers, gaining an overview of the customer's high level need and crafting a high level solution. The developer will assist in defining estimates and project scope based on preliminary conversations, leading to a defined Statement of Work.
- In larger projects with dedicated business analyst(s), the developer is responsible for reviewing all requirements in a completed Functional Requirements document and working with the business analyst to ensure complete understanding of those requirements. For Time & Material engagements, the developer may be responsible for collecting and documenting business requirements.
- Upon understanding of requirements, the developer finalizes a technical design and reviews it with a peer group, obtaining feedback and ensuring best practices are followed. The developer is responsible for the creation of a Technical Specification (TS) document for the customer solution, which details out how the solution will be implemented.
- Developer will work individually or with other engineers and developers to create the designed custom solution to meet the defined requirements. This work may include installation & configuration, creation of applications or utilities, creation of customized user interfaces within a content management product, extension of a content management product utilizing vendor APIs and integration of the solution with other customer line of business applications. Throughout the development process, the Developer may be responsible for regularly presenting and reviewing created functionality with customer and team members.
- The developer will define and execute test plans for the developed solution, reducing or eliminating issues and defects prior to hand-off of the solution to the customer. Following walkthroughs of the functionality with the customer, the developer may work with business owners to identify any needed changes resulting from User Acceptance Testing, differentiating between defects, minor modifications and formal Change Requests.
- The developer will provide training to customer's system administrators on how to maintain the implemented solution. The developer may provide hands-on training or walkthroughs to business owners on use of the developed solution. The developer may be primarily responsible for creating or providing documentation on use of the system or may work with other team members to deliver.
- The developer is responsible for creating detailed implementation and rollback plans for production deployments; outlining the individual tasks that must be completed to ensure a successful implementation and defining rollback considerations should unforeseen issues or circumstances be encountered. The developer will work with customer system administrators to deploy all changes to a production environment via direct execution or by walking a system administrator through its implementation. Following the go-live of a solution, the developer will remain available following deployment to provide timely troubleshooting and resolution for any identified issues.

- The developer is responsible for working with the content management Services Support Team to provide support for customer solutions. Upon request, they will assist with second level support for customer content management systems via telephone, email and other remote access for both general implementations and highly customized solutions. Should defects be encountered in vendor products, the Developer is responsible for helping document and recreating the issue for the vendor and ensuring satisfactory customer resolution.
- In addition, the Developer will take on additional duties as requested or assigned by the content management Services Manager or Chief Technology Officer. Other duties may include product research, acting as knowledge resource to Sales Staff for supported vendor products, working with team members to deliver technical presentations for Community events, participation in developing and maintaining best practices for development and continually share expanding product and troubleshooting knowledge with content management Services team.
- Developer will maintain proficiencies and certification in designated technologies.
- Developer may set his/her own priorities and may deviate from procedure if the end result meet the standards. Supervisors typically review the work product or results after completion.
- Developer's time is billable to client and expected to attain 70% billable realization.
- The developer will estimate number of hours required to complete assigned work included in quote to client.

Working Relationships & Contacts:
(Internal)
- Works frequently with Project Manager to organize tasks and estimate delivery time.
- Works closely with sales reps to identify and qualify business opportunities.
- Works with developers, engineers and architects to ensure consistency across other application suites, overall technical accomplishment, collaborative project team efforts, and achievement of important project goals frequently.

(External)
- Works occasionally with business partners who act as sub-contractors for MRC IT on projects.
- Works occasionally as a sub contractor representing other IBM business partners.
- Works with clients and customers to define and present MRC IT solution on occasion.
- Works with vendors and business partners who provide software products to MRC IT on occasion.

Job Requirements :
- Bachelor's degree in computer science, engineering or MIS and/or equivalent experience.
- Minimum of 1 year of proven consulting experience including producing and conducting technical presentations.
- Minimum of 1-3 years of ECM/CONTENT SOLUTIONS development experience.
- Experience as a key player (developer) in developing solid functional & technical solutions.
- Demonstrated skills in the IBM Filenet P8 and/or Box family of products including:
- Installation/upgrade, configuration and deployment of new FileNet P8 CE/AE/BPM and Image Management systems and/or Box.
- Troubleshoot complex FileNet P8 and/or Box issues and find resolutions quickly.
- Systems implementation specialist for various FileNet EDM or Box solutions on supported platforms and RDBMS.
- Excellent understanding with IBM FileNet P8 Platform Architecture and/or Box.
- Familiarity with IBM FileNet and/or Box Administration.
- Day to day experience of FileNet P8 and/or Box administration.
- Familiarity with WebSphere Application Server (WAS), DB2, Tivoli Directory Services (TDS).

- Proficient in Java and J2EE programming.
- Demonstrated ability to develop project plans, meet hard timelines, communicate effectively with an international project team,  develop solutions to complex business and technical challenges.
- Ability to interact with internal and external clients at all levels from Junior Developer to Senior Management.
- Must possess excellent organizational, interpersonal, facilitation, oral and written communication skills.
- The ability to work under minimal supervision, independently and/or as a member of a project team.
- The ability to meet with clients and based on current or projected business requirements design a technical solution meeting those requirements.
- Extensive knowledge of relevant technologies and experience architecting solutions utilizing those technologies.
- Current certification(s) of applicable technologies.
- Ability to multitask and to prioritize workload under tight deadlines in a fast-paced environment. Must escalate appropriate issues to management in a timely fashion.
- Must be detailed oriented - with strong attention to accuracy and problem solving. "Follow-up until resolved" skills are a must.
- Ability to work well as a team member.
- Skills in Microsoft Office (Word, Excel, PowerPoint, Lotus Notes, etc.).
- Preferred Box Certified Gold Professional.
- Ability to travel 50% of time.