

# Professional Services Engineer

IntelliChief is looking for a Professional Services Engineer to join our world-class professional services team in our **Mansfield, MA** office implementing our Electronic Content Management (ECM) software solution to Global 2000 companies across the world. You will be joining an industry leader that takes companies paperless with seamless integration into leading ERP systems. Our success is truly the investment we make in our people – we only hire the best and brightest. By offering a socially conscious, diverse and open working environment, we foster a creative and dynamic company culture where highly motivated and intelligent team members can excel and reach their highest career potential.

## About the Job

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- Together with our expertise and your commitment to excellence, we can assist our customers with the implementation of our flagship ECM product, IntelliChief, by:
  - Performing on-site and remote software installations and upgrades
  - Configuring and customizing IntelliChief to fit their needs
  - Providing detailed implementation documentation and roadmaps
  - Proactively training administrators and end users on IntelliChief deployment
  - Conducting validation test of IntelliChief deployment against solution design
- Your ability to conduct the right research, analyze and resolve customer-reported issues during implementation and post-implementation will create a trusting relationship with our customers that tells them we are there every step of the way
- Able to diagnose, assist, collaborate, coordinate and troubleshoot customer issues with ease and knowledge
- How you effectively communicate best practices usage of IntelliChief will set you apart from the rest
- You are able to work independently as well as collaboratively to achieve established company goals

## About You

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- Junior PS Engineers will have 2 to 5 years experience in a customer-facing professional services or technical support role; Senior PS Engineers are to have 7+ years of experience, preferably in an ECM or related field
- Ideal candidates will possess experience having deployed ECM in Accounts Payable, Purchase-to-Pay or Order-to-Cash, working knowledge and experience implementing Capture/OCR and a strong understanding of best practices in Accounts Payable and Sales Order Processing
- Qualified candidates must have a demonstrated commitment to high professional standards with integrity, credibility and a strong commitment to excellence and the company's mission
- A Bachelor's degree in a technical discipline is required and an advanced degree or relevant certification is preferred
- All candidates must have excellent oral and written communication skills with superior analytical/problem solving skills, showing a natural ability to logically solve complex problems in a structured manner
- Technical skills and knowledge with Windows, TCP/IP networking and SQL scripting/query development moves candidates to the top of the list
- Training provided to highly motivated self-starters with positive, can-do attitudes who possess a strong thirst for knowledge

## About the Compensation and Benefits

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Competitive base salary based on your background and level of experience with an outstanding opportunity to learn while you perform and career advancement in a rapidly growing enterprise. We also offer an open working environment where you determine your working hours, very generous benefits package includes health, dental, vision, short and long-term disability and matching 401(k).

## About IntelliChief

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Coming into the scene in 2005 while partnering with leading ERP software vendors, IntelliChief has become the leading provider of software solutions for going paperless within mid to large size enterprises. Known for not only our robust and superior software, but also for our highly trained technical team and world-class customer service and support - allowing us to deliver enterprise-class solutions distinguished for quality and excellence. We can't be this good without the technical expertise, loyalty and dedication of our AWESOME employees!

## The Next Step

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Check out our website at [www.intellichief.com](http://www.intellichief.com) and send your resume to [recruit@IntelliChief.com](mailto:recruit@IntelliChief.com).