

DESCRIPTION

IAS Support Engineer

Information Access Systems, Inc., a leading integrator in process automation workflows and document management solutions, is looking for an exceptional individual to join our team to provide post-sales technical support. The position will be based out of our Kansas City, MO location.

Candidate must be able to communicate highly technical concepts to a non technical audience. Responsibilities include: on-site and remote solution support; solution configuration assistance; software installation; and solution testing. Experience with Content Management and/or Forms Processing technologies is a plus. Specific knowledge of Hyland OnBase and/or Datacap TaskMaster software is highly desired.

REQUIREMENTS

Primary Responsibilities:

- Assist customers through remote and onsite technical support
- Perform installation of solution software (and occasional hardware)
- Resolve software and hardware problems
- Create technical system documentation
- Perform other work-related duties as required

Education:

- Bachelors degree in Computer Science, Engineering or related field or equivalent experience
- Working knowledge of ICR, OCR, OMR, and forms processing technologies (Datacap knowledge preferred)
- Working knowledge of Content Management Systems (Hyland OnBase preferred)

Other Requirements:

- Up to 50% travel
- Verifiable Drivers License
- Working knowledge of VB Script, Java Script, and .NET
- Ability to self-educate
- CDIA+, MCP, MCSE

Location: Kansas City, MO

Salary Commensurate with experience.

Please send resume to: HR@iasinc.net