



Job Title: Enterprise Content Management (ECM)

Exemption Status/Test: Exempt

Reports to: Assistant Director

Date Revised: July 2021

Dept. /School: Data and Administrative Systems

Primary Purpose:

The Coordinator for the District's Enterprise Content Management (ECM) system serves as a liaison among business partners, technical resources, and project stakeholders. This role identifies, articulates and facilitates business process and systems changes related to document digitalization and document-driven business processes.

Qualifications:

Education/Certification:

Bachelor's Degree preferred or five (5) years Laserfiche experience

Experience:

Minimum two (2) years with enterprise content management experience, required

Minimum (3) years hands-on business analysis experience in a K-12 related field, including enterprise information systems or systems design/development environments, ECM tools and processes, preferred

Minimum three (3) years of experience preparing business analysis artifacts such as Business Requirements Documents (BRD), Software Requirements Specifications (SRS), Use Case Specifications, or similar requirements documents, preferred

Special Knowledge/Skills:

Experience with ECM, Document Management, Records Management, Business Process Applications, and/or Collaboration solutions with demonstrable experience of business case preparation and solution implementation

Knowledge and experience in the Texas K-12 Public Education System preferred

Demonstrated ability to facilitate and conduct business process reviews and fit/gap analyses

Experience with gathering requirements and working with technical staff to develop technical designs

Knowledge of Information Governance topics such as Information Lifecycle Management and Information Archiving

Strong self-direction

Strong stakeholder management skills, with a proven ability to work with senior stakeholders across multiple business functions

Excellent written and verbal communication, including technical writing skills

Excellent analytical and problem-solving skills

Effective organization and interpersonal skills

Experience in at least one of the following ECM/CSP platforms: Alfresco, Box, Documentum, Hyland, IBM, Laserfiche, M-Files, Microsoft, Nuexo, OpenText, Oracle

Experience with ERP, SIS and other enterprise systems; Oracle ERP and Skyward SIS preferred

Skilled at organizing and analyzing data and business processes, via forms, workflows and reports, across multiple business functions.

Experience with process mapping tools such as MS Visio is preferred

Knowledge of various software development lifecycle (SDLC) methodologies

Knowledge of systems integration and database management system concepts

Experience with enterprise-level system master data, integrations, REST and SOAP APIs, and ETL processes a plus

Experience with developing and scripting a plus
Experience with SQL preferred

Major Responsibilities and Duties:

1. Work closely with District stakeholders to streamline business processes and solve operational issues through the use of ECM Workflow technology and process redesign.
2. Ongoing identification and prioritization of business processes as project candidates for digital transformation.
3. Lead workshops and interviews to elicit business requirements and define business cases.
4. Gather, analyze, understand, document, and communicate requirements across cross-functional project teams.
5. Participate in the design, build and implementation of Document Management solutions to address business requirements and bridge the gap between “business problems” and “technology solutions”.
6. Assume role of functional lead in the installation, implementation, and maintenance of ECM applications and other business technologies.
7. Hands on configuration of ECM system, including repository, rules, forms, workflows, reports, dashboards, and security.
8. Collaborates with stakeholders on design/delivery of end-user training for appropriate applications.
9. Provide post-production support for all deployed business processes application; troubleshoot and resolve application issues encountered by end-users; work with ECM vendor to resolve product/application related issues.
10. Participate in the planning and execution of QA/UAT testing of upgrades, new releases, forms, workflows, reports, and dashboards before deploying to the production environment.

Other Responsibilities and Duties:

11. Continually work to improve customer services perception, delivery and satisfaction, driving a performance-based culture.
12. Provides feedback to management for continuous improvement of technology deployments and day-to-day workflow.
13. Document internal processes and procedures related to duties and responsibilities.

Supervisory Responsibilities:

ECM Technical Analyst

Mental Demands/Physical Demands/Environmental Factors

Tools/Equipment Used: Standard office equipment such as personal computers and peripherals

Posture: Prolonged sitting, occasional bending/stooping, pushing, pulling, and twisting

Motion: Repetitive hand motions, frequent keyboarding and use of mouse; occasional reaching

Lifting: Occasional light lifting and carrying (less than 15 pounds)

Environment: Occasional prolonged or irregular hours

Mental Demands: Work with frequent interruptions/deadlines; maintain emotional control under stress

This document describes the general purpose and responsibilities assigned to this job and is not an exhaustive list of all responsible and duties that may be assigned or skills that may be required.