



Job Description

Job Title:	Documentum Level 2 Support	Job Category:	Support
Location:	Burlington, NC	Travel Required:	Minimal
Level/Salary Range:		Position Type:	Full-Time
Applications Accepted By:			
Fax or E-mail: jobs@fftechnologies.com		Mail:	
Job Description			
<p>Job Purpose:</p> <p>To provide 7x24 second level support including End-user support functions, day-to-day production support, and application related operational activities for managing the Documentum Applications.</p> <p>Job Duties Include:</p> <ul style="list-style-type: none"> • Developing and providing Level-2 Technical end-user support * related to Documentum. • Following workflow within HelpDesk Ticket system to resolve helpdesk cases • Making configuration changes within the Application per procedures • Following workflow within designated change control process to initiate, perform and affect any changes to the production environment • Performing application administrator functions on application and web servers • Interface with Windows, MS SQL and other server teams for system changes affecting the application • Conduct various levels of testing for patches, upgrades and new releases for the application • Documenting tasks and activities as appropriate to support all procedural requirements <p>Required Skills Set and Experience:</p> <ul style="list-style-type: none"> • 3 - 7 years of progressively challenging experience in an IT support and application operations support position • 2 - 4 years of progressive helpdesk triage and end-user support environment Strong communications skills; ability to patiently understand and resolve application and help-desk issues is a must • 2 years of experience with Documentum administration is a plus. • Experience with Documentum Content Server/Webtop is a plus. • Working knowledge of MS SQL server, Apache Tomcat, and Windows Server is a must • Controls and procedures oriented with strong emphasis on proper documentation and following standards and procedures to ensure proper controls is highly desirable • General understanding of fundamentals of IT security, access controls and application security mechanisms is preferred • MUST be a good communicator, as all communication with internal customers will be done via phone • Strong analytical and problem solving skills 			

Job Description – Continued...

Nice to have: All of the above plus:

- Captiva System Administration
- Captiva Application Development
- 2 years of experience with Documentum administration
- Experience with Documentum Content Server/Webtop
- SQL Knowledge (T-SQL/DQL)
- Scripting/programming experience

Skills/Qualifications:

- System Administration, Developing Standards, LAN Knowledge, Proxy Servers, Training , Multi-tasking, On-Call, Networking Knowledge, Network Hardware Configuration, LDAP