



Location: Utrecht – Netherlands

Technical Consultant

As a Technical Consultant, you have knowledge and experience in ECM and IBM FileNet P8, Case Management, BAW, BPM, and/or Datacap. Your responsibilities will include the following:

- Providing second-line helpdesk support for Novadoc customers and partners
- Conducting problem investigations and analyses
- Performing installations/upgrades/migrations remotely or on-site
- Advising customers and colleagues on technical/substantive ECM issues
- Maintaining/expanding your (technical) skills

You will perform your duties at customer locations or from the Novadoc office. You are able to work both independently and as part of a team and have excellent communication skills (verbal and written). You have an eye for detail and are able to find creative solutions to problems.

Job requirements

- Completed, relevant bachelor's or master's degree or demonstrable bachelor's level of working and thinking, together with at least 5 years of relevant work experience
- Good communication skills
- Proactive attitude
- Substantial (technical) knowledge of ECM is required, as well as knowledge of IBM FileNet and related IBM products such as BAW, Content Manager, Content Navigator, etc. ECM is an advantage
- Knowledge of containerization (preferably Red Hat OpenShift) is an advantage
- Good command of Dutch or willingness to learn it
- Good command of English

Technical requirements:

- Knowledge of (Windows/Linux) server operating systems
- Experience with Web Application Servers (IBM WebSphere)
- Knowledge of databases (MSSQL, Oracle, DB2)

Competencies & Learning

To perform this job successfully and enjoyably, you are results- and customer-oriented. In addition, you are good at analyzing problems, keeping a close eye on processes, and adapting well to all kinds of (stressful) situations.

Our field is developing rapidly, which means that continuous learning and certification will be an enjoyable challenge for you.