



**Job Title:** Enterprise Content Management (ECM) Technical Analyst      **Exemption Status/Test:** Non-Exempt

**Reports to:** Enterprise Content Management Coordinator      **Date Revised:** July 2019

**Dept. /School:** Data and Administrative Systems

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**Primary Purpose:**

The Technical Analyst supports the goals of the organization by providing support and management over the technical aspects of Enterprise Content Management (ECM) initiatives. The analyst translates business requirements using knowledge of technology and systems, contributing to the digital transformation of document-driven processes.

**Qualifications:**

**Education/Certification:**

High School Diploma, or equivalent, required  
Bachelor's degree, or equivalent, in Computer Science, Information Systems, Business Administration, or other directly related field, preferred

**Experience:**

Minimum three (3) years enterprise information systems or systems design/development environments with degree, five (5) years with equivalent, required  
Minimum three (3) years hands-on technical experience in a K-12 related field, including ECM tools and processes, preferred

**Special Knowledge/Skills:**

Knowledge and experience in the Texas K-12 Public Education System  
Participates in business process reviews and fit/gap analyses, particularly from a technical aspect  
Experience with translating business requirement and developing technical designs  
Experience with ECM, Document Management, Records Management, Business Process Applications, and/or Collaboration solutions with demonstrable experience of business case preparation and technical solution implementation  
Knowledge of Information Governance topics such as Information lifecycle Management and Information Archiving  
Strong self-direction and ability to architect technical solutions with minimal guidance or supervision  
Excellent written and verbal communication, including technical writing skills  
Excellent analytical and problem-solving skills  
Effective organizational 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 EROP, 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, Agile a plus  
Knowledge of systems integration and database management system concepts  
Experience with relational database concepts and the ability to assimilate information from different systems for integration and reporting purposes

Experience developing and resolving backend connectivity issues, with proficiency in SQL queries, and experience with Oracle and/or Microsoft databases  
Experience with enterprise-level system master data, integrations, REST and SOAP APIs, and ETL processes preferred  
Experience with developing, scripting and integrated Development Environments (IDEs)

### **Major Responsibilities and Duties:**

1. Assume role of technical lead in the installation, implementation, and maintenance of ECM applications and other business technologies.
2. Use ECM APIs to extend and integrate ECM with other in-house systems and databases such as Oracle ERP, Skyward SIS, and more
3. Hands on configuration of ECM system, including repository, rules, forms, workflows, reports, dashboards, and security
4. Work closely with District stakeholders to streamline business processes and solve operational issues through the use of ECM Workflow technology and process redesign.
5. Analyze and assess existing business systems and procedures and recommend improvements.
6. Participate in workshops and interviews to elicit business requirements and define business cases.
7. Gather, analyze, understand, document, and communicate requirements across cross-functional project teams.
8. Create and maintain documentation including functional and technical design specifications.
9. 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”.
10. Collaborates with stakeholders on design/delivery of end-user training for appropriated applications.
11. Provide post-production support for all deployed business processes applications, troubleshoot and resolve applications issues encountered by end-users, work with ECM vendor to resolve product/application related issues.
12. Participate in the planning and execution of QU/UAT testing of upgrades, new releases, forms, workflows, reports, and dashboards before deploying to the production environment.

### **Other Responsibilities and Duties**

13. Continually work to improve customer services perception, delivery and satisfaction, driving a performance based culture.
14. Provide feedback to management for continuous improvement of technology deployments ad day-to-day work flow.
15. Document internal processes and procedures related to duties and responsibilities.
16. Other duties as assigned.

### **Supervisory Responsibilities:**

None.

### **Mental Demands/Physical Demands/Environmental Factors**

**Tools/Equipment Used:** Standard office equipment including personal computer 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:** Frequent district-wide and occasional statewide travel

**Mental Demands:** Maintain emotional control under stress; work with frequent interruptions/deadlines and prolonged or irregular hours

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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.