



# JOIN THE TEAM

## ***Solution Engineer – OnBase/Kofax***

### **COMPANY OVERVIEW**

For over 18 years, DoxTek has delivered dependable document management and process automation solutions. Our award-winning solutions from Hyland OnBase, Kofax, ABBYY, etc. are utilized by organizations across various industries and departments. DoxTek's focus on doing the right thing, at a fair price, and with the best people, results in over 500 organizations in the US and Canada, placing their trust and confidence in DoxTek. Our customers derive value from a unique blend of technical expertise, product strategy, and exceptional customer care - a rare combination in today's marketplace.

**18** YRS

CREATING  
SOLUTIONS

### **JOB SUMMARY**

If you enjoy solving problems, working with customers, and have the ability to produce clean, stable and functioning solutions, than DoxTek is excited to welcome you! We are looking for a Full-Time employee to work with our Canadian customers in Calgary.

**500+**

CUSTOMERS  
WORLDWIDE

*Please do not apply unless you have current experience with OnBase by Hyland products and Kofax Software. Any additional Imaging or Enterprise Content Management product knowledge is highly desired.*

### **QUALIFICATIONS & SKILLS**

Included, but not limited to:

- Possess advanced knowledge of the Hyland OnBase product line and support (minimum of 3 years of experience with at least one of these platforms is required)
- Possess advanced knowledge of the Kofax and KTM product line and support (minimum of 3 years of experience with at least one of these platforms is required)
- Possess strong analytical, integrative and problem solving-skills
- Advanced working knowledge with Workview and Workflow, including associated certifications (preferred)
- Be organized enough and flexible enough to succeed in a performance-driven

**5**

OFFICE  
LOCATIONS

- Take full ownership of the work, accept feedback as an opportunity for improvement, and a passion for quality work delivered every time
- Be able to travel and work extended hours as needed
- Respond in a professional and timely manner to customer technical support issues via phone, web tools, or on-site
- As needed diagnose, troubleshoot and identify solutions to resolve escalated customer support issues
- Adhere to company procedures regarding the process of support ticket handling and reporting
- Provide speedy and accurate feedback to customers
- Have a working knowledge of VMWare, Microsoft Server, Microsoft SQL Server, and other platforms
- Experience with Kofax, ABBYY or other document capture products is a plus
- Thrive in a team environment (both face to face and virtual) as a top notch contributor
- Have the integrity to tell the truth no matter how bad it makes you or the company look
- Be driven to deliver the highest quality solution in order to delight our customers
- Relentlessly strive for improvement for DoxTek, our customers, and in your professional development... while having fun on the journey

## TECHNOLOGY PARTNERS

DoxTek is a leading partner with OnBase by Hyland, ABBYY, Kofax, and EMC. DoxTek has been recognized by our partners for our elevated quality of service and exceptional support. We are 1 of 30 worldwide OnBase Diamond Support Partners, an ABBYY Premier Pipeline Provider, a Kofax Premier Partner for over 10 years, and an EMC Platinum Partner.



**Apply Today**

Email Resume to: [jobs@doxtek.com](mailto:jobs@doxtek.com)

- Please specify which position you are applying for in the subject line of your email

## POSITION DETAILS

### Position Type

Full-Time Employee  
Or Independent Contractor

### Salary

DOE

### Benefits

Health, Dental, 401K  
Paid Professional Development,  
PTO, Etc.

### Relocation Assistance

Yes

### Location

Calgary, Alberta Canada

### Start Date

Immediate Need

## LOCATIONS

### Salt Lake City Office (HQ)

264 W. Center Street  
Orem, UT 84057

### Los Angeles Office

17777 Center Court Dr. Ste 600  
Cerritos, CA 90703

### Denver Office

1624 Market Street Ste 202  
Denver, CO 80202

### Atlanta Office

125 Townpark Dr., Ste 300  
Kennesaw, GA 30144

### Canada Office

(587) 205-9570  
Calgary, AB