



Your Partner For  
Worry-Free Efficiency

1007 Cottonwood Drive  
Loveland, OH 45140

## **Open Position: Document Management Support Specialist**

HCC (IT Center for Hamilton and Clermont counties) is seeking a customer support software specialist to work with our document management team. This position will join the document management team in supporting OnBase and SCVIEW document management applications.

**Compensation:** Competitive pay & benefits; participation in SERS retirement system

**Application Deadline:** September 13, 2019

**Position Starts:** Negotiable

**Employment Status:** Full Time – Non-Exempt

### **Performance Responsibilities:**

- Analyze problems or questions presented by HCC customers and provide the support necessary to correct those problems or respond to questions
- Employ independent judgment and initiative
- Work cooperatively with all levels of personnel
- Handle information confidentially
- Communicate effectively -- orally and in writing
- Update, on a timely basis, all necessary documentation to provide full support to HCC users
- Make full use of the system software necessary to maximize the capabilities of the communications network
- Follow the policies and procedures established by the Board of Directors and site administrator
- Protect the security of the data maintained by the HCC users as established in "Data System Security Policy"
- Perform other tasks as assigned by the Executive Director or designee.



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**Preferred Qualifications:**

- High School Diploma
- Familiarity with HTML, SQL and BASIC-based languages
- Knowledge and work experience with document management software
- Proficiency in Microsoft Excel, Access and Word
- Communication skills necessary to assist and train HCC users in the proper use of document management software
- Willingness/ability to work as a team member
- Valid driver's license
- Must pass criminal background check
- Good problem-solving skills
- Organized and able to work independently
- Ability to make presentations and conduct training sessions for users

**Please submit a cover letter and resume to:**

Vince Colaluca, Executive Director  
Hamilton Clermont Cooperative  
1007 Cottonwood Drive  
Loveland, OH 45140  
Email: vince@mail.hccanet.org  
513-728-7903