

**DRINKER BIDDLE & REATH LLP**  
**DOCUMENT MANAGEMENT ENGINEER**  
**JOB POSTING**

<b>JOB TITLE:</b> Document Management Engineer	<b>STATUS:</b> Exempt
<b>REPORTS TO:</b> Systems Applications Manager	<b>LOCATION:</b> Chicago, IL
<p><b>SUMMARY:</b>  We are seeking a <b>Document Management Engineer</b> to join our team! Based in our Chicago, IL or Philadelphia, PA office, the Document Management Engineer is responsible for multiple applications comprising the firm's document management platform. The Document Management Engineer has a demonstrated ability for working with project managers, vendors and development teams to design and deploy the most complete solution possible to the end users. The engineer will be required to have a working knowledge of IT Infrastructure which includes, network/load balancing, computing services and storage and also how applications interact in a virtualized environment. This person has demonstrated experience in the iManage document management application, writing documentation and knowledge base articles.</p> <p>It is essential that this person be a self-starter and able to work well both in a team environment as well as independently. This role is expected to be a substantive contributor to the outcomes described and must ensure that excellent client service and client satisfaction are attained in all areas. In addition, in accordance with the firm's Client Service Initiatives, the Document Management Engineer must consistently display good judgment and have effective interpersonal communications. Confidentiality and discretion are required consistently.</p>	
<p><b>ESSENTIAL JOB FUNCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Serve as subject matter expert for multiple core applications, with primary responsibility being administration, maintenance, and support of the iManage DMS environment.</li> <li>• Maintain, support and document Matter-Centric systems and associated third party tools (e.g., Microsoft SQL, IDOL Indexer, Milan, Helm and additional custom add-ons).</li> <li>• Architect, configure, maintain, and upgrade iManage systems including DM Server, Email Management, Mobility, Worksite Web and IDOL Indexer.</li> <li>• Implement designed solutions running on Microsoft platforms including Windows, SQL, IIS, and AD.</li> <li>• Establish and maintain vendor relationships.</li> <li>• Investigate and recommend strategies for performance, scalability, manageability, availability and data retention.</li> <li>• Provide technical leadership for support, product development and product implementation</li> <li>• Contribute to requirements gathering and solution design, including HA, BC/DR.</li> <li>• Develop and document operational procedures and processes for maintenance and support.</li> <li>• Troubleshoot engineering level bugs for problem management.</li> <li>• Provide technical mentoring and training to lower support levels.</li> <li>• Proactively monitor and analyze logs and metrics around utilization and capacity.</li> <li>• Accept and perform other duties as assigned.</li> </ul> <p><i>The statements contained in this job description are not necessarily all-inclusive; additional duties may be assigned and requirements may vary from time to time.</i></p>	
<p><b>KNOWLEDGE, SKILLS, AND ABILITIES:</b></p> <ul style="list-style-type: none"> <li>• Basic understanding of networking, load balancing, enterprise storage, virtualization, application deployment and remote application delivery</li> <li>• Basic understanding of systems administration and automation tools is required; SQL scripting experience related to the iManage platform is required</li> </ul>	

- Basic understanding of or the ability to communicate application programming techniques, design patterns or frameworks is desirable
- Good communication and interpersonal skills with technical and non-technical colleagues is required.
- A highly motivated, a self-starter who is able to work independently as well as part of a team.
- Excellent organization and time management skills; ability to prioritize and work concurrently on a variety of projects and follow-thru to completion.
- Candidate should be highly motivated, a self-starter with excellent time management skills who is able to handle a variety of projects that require tight deadlines.
- Willing to accept ownership of projects and be successful in driving those projects, as well as daily tasks, to a successful conclusion.
- Superior client service, interpersonal (in person and over the phone) and problem solving skills.
- Ability to keep confidential any information, observations or viewpoints regarding firm personnel and clients.
- Ability to interact with people in a manner which shows sensitivity, tact and professionalism.
- Candidate must quickly grasp the goals, service, culture and strategy of both the department and the firm overall.
- Candidate must conduct him/herself professionally in appearance and actions; must set a positive example for all personnel.
- Adhere to and serve as a role model for the firm's Client Service Standards.
- Must be very flexible and adaptable to changing department procedures when necessary.
- Flexibility for occasional overtime required.

**EDUCATION AND EXPERIENCE REQUIREMENTS:**

- Bachelor's Degree in Computer Science or equivalent work experience in a related field
- Three or more years of previous multi-tier application design or support is required
- Experience writing technical documentation and training others is desirable
- Demonstrated experience planning and accomplishing goals while performing a variety of complicated tasks in a fast-paced work environment with minimal supervision is required
- Experience with PC and server operating systems, database solutions, application servers and web servers is required
- Experience working with vendors on product deployments and implementations with minimal guidance is required
- Experience working on or leading projects is required
- Experience working as a Business Analyst or similar role is desirable

We are an Equal Opportunity Employer offering a competitive salary and full benefits package, including medical/dental/vision, life/disability insurance, paid holidays, and a 401(k) plan.

**HOW TO APPLY:**

Interested candidates should send their cover letter, including salary requirements, and their resume to [human.resources@dbr.com](mailto:human.resources@dbr.com) referencing **Document Management Engineer** in the subject line. *Incomplete applications will not be considered.*