

## Careers at Hyland

Please see below open positions at Quality Assurance Department at Hyland, creator of OnBase.

If you are interested in learning more about other open roles, please visit the following link:

<https://www.onbase.com/careers>

Please feel free to contact Olga Nagdaseva for a referral: [olga.nagdaseva@onbase.com](mailto:olga.nagdaseva@onbase.com),  
440-452-37-84

### **Quality Assurance Solution Developer**

Overview:

The Quality Assurance Solution Developer will create and maintain tools used by the Quality Assurance department and other technical departments. These tools are designed to enhance current processes, and the ability to deliver confidently to both internal and external customers

Required Qualifications:

- 2 year degree in Computer Science or related field, or equivalent development experience
- Familiarity with both compiled and web-based application development
- Knowledge of ASP.NET, C#, C++, Java, AJAX, and WPF
- Strong problem solving skills
- Strong written and verbal communication skills
- Highly organized
- Proficient in writing Structured Query Language (SQL) queries
- Ability to work in a collaborative development environment

#### Desired Qualifications:

- Experience writing object oriented .NET applications
- Project management experience
- Knowledge of SQL and principles of relational database design
- Experience with Client/Server architectures
- Experience working with VMware API's
- Experience working with ADO database connector objects

#### Travel Expectations:

- 0 – 15% per management request or business need

#### Position Responsibilities:

- Design tools and applications to improve processes used by the QA, Development, and Technical Support departments
- Maintain existing applications, including code written by other team members
- Perform discovery of stakeholder internal processes to suggest improvements
- Work with QA Associates and Representatives to design test and automation tools to enhance testing of OnBase® modules
- Produce both inline code and end user documentation for all projects
- Design databases that feed data-driven applications
- Maintain all requirements related to each project in project tracking system
- Work with internal Information Systems department to develop integration points into Hyland Software systems as needed
- Manage the backup, verification, and tracking of legacy OnBase® builds

## Quality Assurance Test Technician

### Overview:

The Quality Assurance Solution Developer will create and maintain tools used by the Quality Assurance department and other technical departments. These tools are designed to enhance current processes, and the ability to deliver confidently to both internal and external customers

### Required Qualifications:

- 2 year degree in Computer Science or related field, or equivalent development experience
- Familiarity with both compiled and web-based application development
- Knowledge of ASP.NET, C#, C++, Java, AJAX, and WPF
- Strong problem solving skills
- Strong written and verbal communication skills
- Highly organized
- Proficient in writing Structured Query Language (SQL) queries
- Ability to work in a collaborative development environment

### Desired Qualifications:

- Experience writing object oriented .NET applications
- Project management experience
- Knowledge of SQL and principles of relational database design
- Experience with Client/Server architectures
- Experience working with VMware API's
- Experience working with ADO database connector objects

### Travel Expectations:

- 0 – 15% per management request or business need

### Position Responsibilities:

- Design tools and applications to improve processes used by the QA, Development, and Technical Support departments
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- Manage the backup, verification, and tracking of legacy OnBase® builds

### **Quality System Management Representative**

Department: Development

#### Overview:

This role is a knowledge expert in the Food and Drug Administration (FDA) Quality System processes and procedures and the FDA requirements for Hyland's medical devices and clinical applications.

#### Position Responsibilities

- Ensure employees are trained, know and perform their activity in accordance with the Quality System procedures effective at their working place
- Maintain the integrity of the Quality System by reviewing documentation, coordinating audits, and communicating to executives

- Ensure appropriate requirements for the Quality System are effectively established and maintained
- Provide reporting on the performance of the Quality System to Management
- Manage change across the organization affecting multiple teams as it pertains to the FDA Quality System

### Job Requirements

- Excellent organization skills, with ability to successfully manage multiple tasks
- Attentive to detail, as demonstrated by regularly verifying all work thoroughly to ensure accuracy
- Excellent oral and written communications skills that demonstrate a professional demeanor and the ability to interact with others with discretion and tact
- Self-motivated with the ability to manage projects to completion in a timely manner
- Excellent collaborative skills, applied successfully within team as well as with other areas
- Ability to act as a change agent when necessary to effectively manage change
- Ability to stay current in obtaining required certifications
- Desire and ability to research and implement best practices
- Speak or write with ease, clarity and impact, using a communication style appropriate to the subject and the audience
- Demonstrated ability to influence, motivate and mobilize team members and business partners

### Technical Writer

Department: Documentation

Overview:

This role creates and maintains software documentation for Hyland products, ensuring that documentation is well written and accurately reflects the behavior of the software.

### Desired Qualifications:

- Experience in technical writing or a related field
- A Bachelor's degree in English or a related study
- Strong communication skills
- Strong computer skills
- Strong desktop publishing skills
- Knowledge of Microsoft Windows
- Knowledge of Adobe FrameMaker
- Help authoring tool experience

### Position Responsibilities:

- Edit existing manuals
- Document changes to existing software and software documentation
- Evaluate Software Change Requests (SCRs) and make the appropriate documentation changes
- Document new software
- Quality check the software
- Independently create module reference guides for modules that are more advanced/complicated
- Identify issues in the software, and show initiative beyond that of taking direction from others
- With guidance from team leaders and managers, use experience to make informed decisions that improve the quality, layout, and overall functionality of the documentation

- Produce quality products and execute tasks quickly with some guidance
- Act as an active member of the OnBase technical community including actively participating in SCRUM meetings and discussions regarding product direction, and proactively seeking out information about product development in order to anticipate and prepare for upcoming software changes
- Demonstrate a solid command of how to use FrameMaker, use existing FrameMaker styles, navigate the Documentation directory, adhere to the Hyland style Guide, create and share new insets across the documentation library

#### Position Requirements:

- Bachelor's degree in English, Journalism, or Technical Communication
- Experience writing concise, grammatically correct, technical documentation
- Proficiency with FrameMaker
- Strong interpersonal skills with a history of building productive relationships
- Demonstrated ability to take direction and execute tasks quickly
- Demonstrated ability to make solid decisions that further the goals of the team
- Demonstrated dedication to producing quality documentation and choosing the best course of action based on quality outcome rather than ease of execution
- Demonstrated, good attention to detail

- Demonstrated ability to install, use, configure, and troubleshoot OnBase software
- Demonstrated ability to work well with subject matter experts
- Demonstrated ability to troubleshoot the installation, configuration and usage of software
- Demonstrated ability to successfully review and close SCRs in a timely manner, making appropriate changes to documentation when necessary
- Good collaboration skills, applied successfully within team as well as with other areas

Travel Expectations:

- 10% occasional travel may be required

**Associate QA Infrastructure Administrator**

Department: Quality Assurance

Overview:

This role serves as a technical knowledge center for infrastructure solutions, supporting employees in technical departments to create intelligent solutions that deliver the resources needed for testing.



## Position Responsibilities

- Monitor, troubleshoot, and resolve basic issues with QA equipment in a timely manner, including during non-business hours; receive direct oversight from team members for guidance on how to apply best practices in problem resolution
- Manage and track the usage of the QA Servers, PCs, Virtual Machines, and all other equipment used for testing, development, and customer support in the QA Testing Lab
- Assist in the set-up of test environments requested by technical staff at Hyland Software, including observing a cross-functional customer response team to restore and create customer environments as needed for issue resolution
- Run existing test plans, test cases, and reference documentation for assigned Hyland products
- Participate in the resolution of customer issues escalated from Technical Support, QA and Development with direct oversight from senior members of the team
- Observe the maintenance and management of the Microsoft Security Patch testing process
- Develop knowledge of technologies that impact Hyland products and assist in the creation of related training and reference materials
- Serve as a Data Privacy Official (DPO) for customer data handling for all of the R&D division, which includes following data privacy procedures, and assisting with audits to ensure compliance with procedures
- Grow knowledge and be aware of best practices and market trends, which may involve attending industry conferences and training, and transferring knowledge to other team members
- Observe the set-up for QA testing events

## Job Requirements

- Associate's degree
- Knowledge of principles of systems administration
- Good analytical and problem solving skills
- Speak or write with ease, clarity and impact, using a communication style appropriate to the subject and the audience
- Self-motivated with the ability to manage projects to completion
- Good collaborative skills, applied successfully within team as well as with other areas
- Good customer service orientation
- Attentive to detail, as demonstrated by regularly verifying all work thoroughly to ensure accuracy

- Ability to work outside of normal business hours (evenings, weekends, etc.)
- Driven to learn and stay current professionally
- Up to 20% travel time may be required
- Or an equivalent combination of education and experience sufficient to successfully perform the principal duties of the job