

## Encompass Administrator

### Job Summary:

Provide advanced support to all users for Encompass 360, third party vendors and assists with any high-level tasks assigned to them. Also, to focus on automation and development of Encompass system to provide a more efficient and user-friendly workflow for the company.

### Job Responsibilities:

The following reflects management's definition of essential functions for this job.

- Primary focus on automation and development in Encompass360 software system and other related systems.
- Project responsibilities include design, coding, testing, and documentation of projects for Encompass.
- Analyzing, Designing, and Modifying existing Encompass enhancements.
- Ability to manage help desk tickets and user issues.
- Work with team to find ways to automate and improve functions in Encompass.
- Participate in meetings, as needed, to support and resolve issues relating to Encompass.
- Other duties as assigned.

### Qualifications:

- 2+ years Ellie Mae Administration experience.
- Bachelor's degree preferred.
- In-depth understanding of the mortgage industry and loan origination life cycle.
- Skilled in configuring Milestones and Personas, building Input forms, reports, dashboards, and advanced coding of business rules.
- Ability to perform scripting and programming in C# and/or VB is a plus
- Conceptual familiarity with other third-party integrations including Consumer Connect, Optimal Blue, eClosings and plugins.
- Ability to communicate effectively with others, both verbally and in writing.
- Proven ability to manage time, meet deadlines and prioritize.
- Clear, concise, and professional written and verbal communication.
- Strong problem-solving and analytical ability with business process and procedures.
- Demonstrated success in a fast-paced, high-stakes environment is required.
- Propensity for maintaining professional relationships with co-workers is required.
- Strong organization and analytical skills, along with the ability to work well under pressure.
- A team player with versatility, flexibility, and a willingness to work within a constantly changing environment.