



Title: Encompass Programmer Analyst

Location: Santa Ana, CA

Position Information

The Encompass Programmer supports the IT team by assisting with incorporating work flow and other changes within the Company's Encompass platform.

The ideal candidate will have a passion for technology and software building. Attention to detail and an analytical mind are essential qualities. Experience on the Ellie Mae Encompass platform required.

Responsibilities

- Create and update business rules within Encompass
- Experience with writing C# plug ins within Encompass SDK
- Map mortgage loan fulfillment processes and convert them to logical workflows within Encompass
- Assist end users with issues in person, via phone or remote access, specifically related to the Ellie Mae Encompass platform
- Maintain company digital security per company and compliance standards and policies
- Provide exceptional customer service to all company departments in resolving any functionality issues with business systems (i.e. troubleshooting)
- Provide "help desk" support to on-site and remote staff as needed
- Setup new user profiles
- Assist with other IT projects as needed
- Develop and manage company reports in Excel and internal systems

Qualifications

- Knowledge of Ellie Mae Encompass administration, including custom form design
- Knowledge of VB and C# programming
- Strong customer service focus combined with excellent verbal, written, and interpersonal skills
- Ability to manage multiple tasks, set priorities, and meet required deadline, strong knowledge of Microsoft products and eagerness to learn industry specific applications
- Ability to work overtime as needed
- Demonstrated knowledge of hardware, software and peripheral troubleshooting
- Strong knowledge of Microsoft Excel and report writing.

Salary and Benefits

Our employees enjoy a competitive compensation and benefits package, which includes medical, dental, vision, life, and disability insurance, flexible benefits plan, 401(k) plan, and paid holidays, as well as vacation and sick leave.

To Apply



Submit your resume and a cover letter describing how you meet the minimum qualifications and desired attributes.