



**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.