



Details: Full Time Permanent

Software Trainer – UK and International

A unique job opportunity exists for a candidate who agrees that great software needs to be supported by talent with both business and technical experience!

POSITION DESCRIPTION

The Software Trainer is responsible for developing course content and materials and conducting education and training courses on CVG Value+ applications. Audiences include customers, business partners, distributors and employees.

KEY RESPONSIBILITIES

- Get up to speed with our suite of products very quickly and ensure knowledge of products is always up to date and complete
- Execute internal and external training courses
- Help design and update training courses
- Take a lead in understanding and documenting the key functionality that should be reflected in the training courses which requires an in-depth knowledge of the applications
- Develop training manuals such as training manuals, demonstration models, multimedia visual aids, computer tutorials, games and reference works
- Participate in needs analysis studies to determine training needs at clients, alliances and partners
- Work with product teams and clients to ensure course material reflects current product features
- Capable of using knowledge gained during training preparation and execution to identify product gaps/ issues and to work with the product teams to improve and fix the problems
- Develop testing and evaluation procedures to be used at the completion of the training
- Constantly improve on the design of the training
- Work effectively within a team of other trainers

Qualifications / Education

- Degree level education is a minimum requirement.

Required Experience/Knowledge:

- Key requirements are a proven ability to communicate clearly (written and oral), strong IT development experience and aptitude and strong interpersonal skills.
- Experienced in client training is a necessity and a proven track record in client training
- Experienced in developing training materials (presentations, manuals) or similar in-depth, structured, clear, concise documents
- Understanding of software development lifecycle, technical terminology

- Financial Services background and experience is mandatory (especially within Accounts Receivable, Accounts Payable or Inventories)
- Experienced in working in a complex international environment would be a distinct advantage
- Strong MS Office skills – Word, Excel, PowerPoint, Access.
- Fluency, written and spoken, in English. Any additional European language is an asset.

Advantageous Experience/ Knowledge:

- Foundation in adult learning (TAP, Accelerated Learning or anything similar) or knowledge of building and delivering classroom delivered software training
- In-depth knowledge of accounting or ERP-based systems like SAP, Baan, Peoplesoft, Oracle or Profinance.

Personal Qualifications:

- Must have the ability to work in a fast-paced dynamic environment, react to changing requirements and be customer focused,
- Must have initiative, strong work ethic, flexibility and creativity,
- Must be confident, relaxed and approachable,
- Must be willing to travel 70% of the month
- Must be a go-getter and gather what you require to get things done.

This role ideally suits a candidate with a confident approach and strong communication skills, who takes personal responsibility for their performance and puts actions in place to achieve objectives and results. This role involves daily client interaction remotely and face to face, so excellent relationship building, a professional nature and conduct are a MUST.

Are you the right fit for this exciting opportunity and are up for the challenge? If so, please send your resume to recruitment@customervaluegroup.com