Trainer/Support Specialists

READ THIS FIRST BEFORE YOU APPLY. WE ARE LOOKING FOR A SEASONED SOFTWARE SUPPORT & TRAINER THAT MEETS THE FOLLOWING CRITERIA:

TRAINER: We're looking for an experienced trainer that can train our customers, is able to convey information to people with different learning styles. You will assist in the development of training materials for both onsite and web-based training. It's vital that you have the people skills to influence and assure people that don't want to learn new ways of doing business.

ROAD WARRIOR: We're looking for a trainer that's willing to travel. The optimal candidate will have performed onsite business applications training.

DOWN AND DIRTY: We're looking for a person willing to get their hands dirty. You'll be setting up training equipment onsite. You'll be hands-on with the applications and customers.

TECHNICAL SUPPORT: We're looking for a person who is technically savvy, with an ability to provide remote technical support (telephone & email-based) for the following: Windows Operating Systems (Current Version of Servers), (Desktop – Current versions), Printer configurations (print server operations). Systems Monitoring – must have a working knowledge of remote systems monitoring, troubleshooting, and repair.

COMMUNICATOR: We're looking for an excellent communicator. We need a person who can quickly understand, then convey, complex business practices.

BUSINESS SAVVY: We're looking for a person that understands business. We sell a wholesale distribution management software product, and it's important that you have a firm grasp of both business operations and accounting.

For the last 40 years, our company has grown on the values of:
  ♦ Doing right by the customer. Doing right by the company.

If you know that you meet the above criteria read on. If you do not we wish you luck in your job search.

Job Description for Software Support and Trainer Specialist

Job Tasks for: "Software Support & Trainer"

Conduct orientation sessions and arrange on-the-job training for new hires.

Conduct ongoing technical training for staff members.

Confer with management and conduct surveys to identify training needs based on projected production processes, changes, and other factors.

Provide training and staff development programs, using knowledge of the effectiveness of methods such as classroom training, demonstrations, on-the-job training, meetings, conferences, and workshops.

Review and evaluate training programs for compliance with AutoPower standards.

Utilize trouble reporting and tracking system to collect customer data to document, track, correct or route customer issues as necessary for proper resolution.

Provide technical support, to include installation, configuration, and troubleshooting for the AutoPower System and associated software.

Provide technical support, which includes diagnosis, analysis, and resolution of system problems via telephone and/or email as related to the AutoPower system for the following:
- Windows Servers Current Versions
- Windows Desktop (Current Version)
- Printer configurations (print server operations)
- Systems Monitoring – must have a working knowledge of remote systems monitoring, troubleshooting, and repair.

Knowledge Requirements for: "Trainer / Support Specialists"

Administration and Management – Familiar with warehouse distribution business processes and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, overall supply chain methods, and coordination of people and resources.

Education and Training -- Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Customer and Personal Service -- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for support and training services, and evaluation of customer satisfaction.

English Language -- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Skill Requirements for: "Trainer / Support Specialist"

Public Speaking -- Talking to others to convey information effectively.

Reading Comprehension -- Understanding written sentences and paragraphs in work related documents.

Instructing -- Teaching others how to be proficient in the following AutoPower Modules or Products. (We will train a successful candidate in our software as you are not expected to start with a senior level understanding of the software, but you are expected to understand the business processes.)

Ultimately able to conduct full training and discussion of:

- Order Entry
- Inventory
- Purchasing / Receiving
- Pricing
- Accounts Receivable
- General Ledger
- Accounts Payable
- Payroll

- Time Clock
- Vehicle Shop
- Unit Rebuild
- Signature pads
- Bar code scanners
- Printers
- Servers/PCs/networking
- Backup Products

Active Listening -- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate.

Time Management --Managing one's own time and the time of others.

Critical Thinking -- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Persuasion -- Persuading others to change their minds or behavior.

Judgment and Decision Making -- Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Service Orientation -- Actively looking for ways to help and delight people.

Ability Requirements for: "Trainer / Support Specialists"

Oral Expression -- The ability to communicate information and ideas in speaking so others will understand.

Speech Clarity -- The ability to speak clearly so others can understand you.

Speech Recognition -- The ability to identify and understand the speech of another person.

Oral Comprehension -- The ability to listen to and understand information and ideas presented through spoken words and sentences.

Inductive Reasoning -- The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Originality -- The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

Deductive Reasoning -- The ability to apply general rules to specific problems to produce answers that make sense.

Written Comprehension -- The ability to read and understand information and ideas presented in writing.

Written Expression -- The ability to communicate information and ideas in writing so others will understand.

Fluency of Ideas -- The ability to come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity).

Job Description for Software Support and Trainer Specialist

Job Activities for: "Trainer / Support Specialists"

Customer Support -- Phone and onsite support of all customer related needs related to the software and hardware used to manage the AutoPower business system.

Travel for Onsite Training -- Implementation planning, training project management, coordination of data conversions.

Training and Teaching Others -- Identifying the educational needs of others, developing formal educational or training programs or classes, and teaching or instructing others.

Guiding, Directing, and Motivating Subordinates -- Providing guidance and direction to subordinates, including setting performance standards and monitoring performance.

Coaching and Developing Others -- Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills.

Organizing, Planning, and Prioritizing Work -- Developing specific goals and plans to prioritize, organize, and accomplish your work.

Communicating with Supervisors, Peers, or Subordinates -- Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.

Establishing and Maintaining Interpersonal Relationships -- Developing constructive and cooperative working relationships with others and maintaining them over time.

Making Decisions and Solving Problems -- Analyzing information and evaluating results to choose the best solution and solve problems.

Identifying Objects, Actions, and Events -- Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.

Provide Consultation and Advice to Others -- Providing guidance and expert advice to management or other groups on technical, systems-, or process-related topics.

Thinking Creatively -- Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.

Education

- The educational backgrounds of our trainers vary considerably, reflecting the diversity of duties and levels of responsibility.

- AutoPower Module Certification and previous experience are assets for most specialties, and are essential for more advanced positions, including Support Management, Business Consultant - Advanced Trainer.

- College graduates who have earned certification and/or those with extensive understanding of the distribution industry and/or training education will have the best opportunities for this position.