

Systems Technical Trainer

Reports to: Technical Services Supervisor

Division: JAC

Classification: Exempt

Department: Customer Service

Date: 6/2021

Approved:

JOB SUMMARY:

Provides formal in person and virtual product training for users of JCM Systems. Provides technical support for customers using JCM Systems. Develops and designs JCM Systems training courses.

ESSENTIAL FUNCTIONS:

1. Receives emergency and scheduled JCM Systems technical training projects to be completed.
2. Answers JCM Systems questions from customers via telephone or e-mail, research problems to obtain answers if necessary.
3. Completes instructional design, course development and presentations for in person, virtual, and E-learning courses.
4. Presents complex hardware and software systems effectively to a variety of learners from different operational positions.
5. Communicates with Customers and Sales to coordinate, schedule, and present training events.
6. Prepares, completes, and maintains course designs, including needs analysis, complete course design, instructor guide, and presentation for both in person and virtual events.
7. Informs group leader or supervisor of corrective actions taken.
8. Develops training materials for use during formal in person or virtual customer training sessions.
9. Provides training for domestic and international customers.
10. Works with the sales team to provide the support they need to meet and exceed sales forecasts.
11. Responsible for the implementation, periodic review, and adherence to the IACET CEU criteria.
12. Maintains and updates demonstration equipment and computer for presentations.
13. Completes a periodic course review to ensure relevance and to integrate systems enhancements.
14. Create and update manuals and guides for JCM products and systems.
15. Other duties as may be assigned.

EDUCATION AND EXPERIENCE:

- AA degree in Computer Engineering/Science required, BS is preferred.
- 1-3 Years experience working in customer service department and technical support, instructor capacity.
- PC literate and a working knowledge of presentation, graphic applications and LMS systems.

JOB QUALIFICATIONS:

- Extensive technical knowledge of Windows Operating Systems and presentation applications.
- General knowledge of JCM products a plus.
- Great communication and presentation skills.
- Possess or obtain a valid passport and a valid Nevada driver's license
- Ability to travel frequently.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of the job the work requires some physical exertion such as long periods of standing, recurring bending, crouching, stooping, stretching, reaching or similar activities ; recurring lifting of moderately heavy items such as record boxes test equipment, product boxes. The work may require specific but common characteristics and abilities such as above average dexterity, full color vision, etc.