

## SOFTWARE SUPPORT TRAINER

### POSITION SUMMARY

The primary function of this position is to provide user support and training for system software. In addition, be a liaison between the business units and IT to develop, test and implement software process improvements, enhancements and corrections. Write technical documentation for procedures, processes and training. Maintain system administrative functions related to software.

### ESSENTIAL FUNCTIONS

- Support end users in their daily activities within a software system. This includes helping them with procedures and troubleshooting issues
- Research errors or issues within a software system and determine a resolution. Communicate this to programmers and other IT professionals so that changes can be implemented
- Evaluate current processes and recommend process improvements
- Test new processes or corrections to verify they work as intended and that existing functionality continues to work correctly in lieu of these modifications
- Write documentation and train end users on current or new processes associated with software systems, including on site field training
- System administration including but not limited to user security, re-setting passwords and table maintenance
- Assist in managing Disaster Recovery Program

### QUALIFICATIONS / REQUIREMENTS

- Strong interpersonal and communication skills
- Analytical skills for evaluating and resolving problems
- Effective training skills
- Computer efficient with strong Microsoft Word and Excel knowledge
- The ability to multitask and accept change without issues
- Competent writing skills
- The ability to learn new software quickly
- 1-3 years of experience in IT with hands on software and hardware experience

### PREFERRED QUALIFICATIONS

- Associate's or bachelor's degree in Business Administration with Computer Science, or experience to equate to the educational requirements.
- 1-3 years' experience working with manufacturing or distribution