



SOFTWARE SUPPORT TRAINER

Cameron Ashley Building Products has an exciting opportunity for a Software Support Trainer in their Greenville, SC corporate office location. This position is instrumental in providing user support and on-boarding training to users of business-critical software systems. In addition, this role acts as a liaison between the business units and IT to develop, test and implement innovative software solutions.

ESSENTIAL FUNCTIONS

- Support end user's daily activities and troubleshoot technical issues
- Produce technical documentation for procedures, processes and training
- Provide system administration services
- Evaluate and recommend process improvements
- Manage implementation timelines for break-fix issues and enhancements
- Provide rigorous testing during projects
- Facilitate on-site field training
- Assist in business continuity planning for disaster recovery

QUALIFICATIONS / REQUIREMENTS

- A minimum of 2 years of experience working with business systems (i.e. ERP, CRM, etc.)
- Associate or bachelor's degree in computer science or related field
- Strong interpersonal and verbal and written communication skills
- Analytical skills for evaluating and resolving problems
- Effective training and facilitation skills
- Demonstrate efficient use of technology with strong Microsoft Office skills
- Ability to multitask and a willingness to drive change
- The ability to learn new software quickly
- Ability to travel up to 20% of the time

ADDITIONAL QUALIFICATIONS (*nice-to-have*)

- 2+ years' experience working with manufacturing or distribution
- 2+ years' experience with hands-on software support