

Technical Training Specialist

POSITION SUMMARY

This training position is responsible for conducting on-site, in-house, and web-based training classes on industry leading software developed by Calabrio. The Technical Training Specialist is responsible for delivering existing training courses and assisting the other training specialists in ensuring all training materials and classes remain current and effective. The Technical Training Specialist must remain current on Calabrio and competitor product releases and features and will be responsible for explaining complex product information to non-technical audiences. The trainer must have effective oral and written communication skills.

CORE EXPECTATIONS

- Provide technical end user, administrator and implementation training for customers, partners and Calabrio employees
- Ensure system, customer and Calabrio readiness for training
- Continually work with other training specialists and internal subject matter experts to gain deep understanding of Calabrio software products
- Maintain files and records of training attendance, completion, certification and evaluation
- Develop customer relationships in order to foster ongoing support and consulting best practices
- Flexibility to travel to customer locations to deliver training whenever necessary (approximately 33 - 50%)
- Other core expectations will be defined by your direct supervisor/manager

CORE COMPETENCIES

- Effective presentation skills
- Excellent organizational and time management skills
- Ability to quickly learn and understand Calabrio solutions deployed by Calabrio and Calabrio partners
- Strong commitment to providing exceptional customer service
- Troubleshooting and creative problem solving skills
- Possess excellent written and verbal communication skills
- Ability to adapt well to new technologies
- Ability to handle multiple tasks and priorities
- Attention to detail in all areas of the position
- Other core competencies will be defined by your direct supervisor/manager

EDUCATION/EXPERIENCE

- Bachelor's degree
- Proficient in Microsoft applications
- At least 3 years of solid technical training experience
- Preferred experience in the Software Industry

MENTAL/PHYSICAL REQUIREMENTS

- Ability to be on feet while performing job responsibilities
- Ability to sit for long periods of time depending on your position and/or getting up and down through your work shift
- Ability to view a computer for a long period of time

WORKING RELATIONSHIPS

- Report to a senior level trainer or higher
- Work closely with peers, group leads and other employees and departments within Calabrio
- Work directly with customers and partners

COMPANY POLICY/PROCEDURES COMPLIANCE

Follow all company policies and procedures as well as local, state and federal laws concerning employment to include, but not limited to: I-9 information, EEOC, Civil Rights and ADA.

BENEFITS

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive compensation and extensive benefits package including paid time off, medical, dental, vision and 401k benefits and future growth opportunities within the company. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

To apply to this career opportunity, follow this link:

https://workforcenow.adp.com/jobs/apply/posting.html?client=calabrio&jobId=146145&lang=en_US&source=CC771113

ABOUT CALABRIO

[Calabrio](#) is a customer engagement software company that provides analytic insights to catalyze growth through customer service contact centers. The [Calabrio ONE®](#) software suite empowers everyone in an organization, from contact center agents to the CEO, with

easy-to-use tools that provide a better understanding of the customer. Every customer interaction yields insights that expand customer-consciousness, which is how leading companies now drive growth and long-term corporate prosperity.

Calabrio solutions are built on an intuitive, web-based architecture that positions and accelerates the contact center as an epicenter for customer insight. A pioneer in its industry for more than two decades, Calabrio has been named “Leader” by Gartner in its Magic Quadrant for Customer Engagement Center Workforce Optimization (2015). The company is also a member of the Cisco Solution Partner Program and the Avaya DevConnect program.

Find news and information at www.calabrio.com. Follow [@calabrio](https://twitter.com/calabrio) on Twitter.

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