

Technical Training Specialist

To apply for this position, click [here!](#)

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.

WHAT PROBLEMS WILL YOU BE SOLVING?

- Deploy and configure Calabrio's WFO Suite of products; including QM, WFM and Analytics.
- Self-directed and able to work independently to meet deadlines
- Knowledge of Microsoft Windows Server operating systems and Active Directory.
- Consult and validate solution designs
- Provide remote support for software installations
- IP Telephony (Cisco and Avaya) troubleshooting
- Knowledge of Microsoft SQL installation and configuration, as well as best practices
- Develop and review CIS Help Desk best practice implementation processes
- Document field-discovered software defects for software development teams
- VMWare knowledge a plus
- Some travel (50%)
- Participate in CIS on-call rotation

WHAT SKILLS WILL MAKE YOU SUCCESSFUL?

- 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

WHAT IS REQUIRED FOR YOU TO APPLY?

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

WHAT VALUES ARE IMPORTANT TO CALABRIO?

- Collaboration amongst teams
 - Open communication across the company
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- Ambitious
- Accountable
- Customer Success

Calabrio, Inc. is an Equal Opportunity Employer that values diversity at all levels. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, age, sexual orientation, gender identity, disability or veteran status.

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