



Job Description

Title: Software Trainer and Customer Support

Job Summary: Provide software implementation services for VistaShare customers. Provide customer support via the Outcome Tracker help desk. Test Outcome Tracker software changes. Assist in the development of training resources for Outcome Tracker users. Assist occasionally with marketing events and tasks.

Duties and Responsibilities

- Provide implementation services including project management, remote training, database configuration, and database report writing
- Provide customer help desk support
- Test Outcome Tracker programming changes
- Assist in the development of online training resources in Outcome Tracker
- Provide occasional assistance with marketing events and tasks

Knowledge, Skills, and Abilities

- Computer experience and aptitude
 - Database report writing experience using tools such as Access or Crystal Reports is preferred but not required
- Strong verbal and written communication skills
- Strong organizational and analytical skills

Credentials and Experience

- Bachelor's degree is preferred
- Experience with non-profit organizations (preferably human service or economic development agencies) is preferred
- Experience in teaching/adult education is preferred

Other Requirements

- Willingness to travel occasionally (1-2 times per year)
- Willingness to work collaboratively on a team as well as independently on tasks/projects

Date revised: June 28, 2018