



Job Description

Title: Software Trainer/Consultant

Job Summary: Provide software implementation services for VistaShare customers. Test Outcome Tracker software changes. Assist occasionally with Customer Support Team tasks and with Sales and Marketing events and tasks.

Duties and Responsibilities

- Provide project management for the implementation of new VistaShare customers
- Configure the Outcome Tracker software according to customer requirements
- Write database reports according to customer needs
- Deliver remote and occasional on-site training and consulting
- Test Outcome Tracker programming changes
- Provide occasional assistance to the Sales and Marketing team
- Provide occasional assistance customer help desk support

Knowledge, Skills, and Abilities

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

Credentials and Experience

- Bachelor's degree is preferred but not required
- Experience with non-profit organizations is preferred but not required
- Experience in teaching/adult education is preferred but not required

Other Requirements

- Willingness to travel occasionally (1-2 times per year) is preferred but not required
- Willingness to work collaboratively on a team as well as independently on tasks/projects

Date revised: January 14, 2022