

# Software Trainer

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## Background

Ulysses is a private software development company dedicated to the provision of Risk Management software and services to the public sector. The Ulysses System is already installed in over 100 organisations driving up the standards of Governance, Safety and Customer Services.

We are seeking to appoint a Software Trainer to join the team where the successful applicant will deliver first class training to our customers.

Reporting to the Business Project Manager, the successful applicant will have demonstrable experience in delivering software training to individuals and small groups at both customer site and via Webinars. The candidate will be a natural collaborator who can build productive working relationships with customers and team members.

## About The Role

### Customer Training

- Deliver on-site software product training to new and existing customers (between 1 – 8 individuals) using their IT Training facilities
- Deliver webinar training sessions to existing customers (between 1 – 10 individuals)
- Ensure the training is designed to meet the requirements of different groups, roles, skills and knowledge of the software
- Preparation of training systems, documentation, and related administrative tasks; to include:
  - Preparing and confirming training agenda
  - Book overnight accommodation (when necessary)
  - Prepare user guides and training documents
  - Confirm training venue and attendees
- To keep up to date with new developments to the existing products; ensuring sound knowledge is maintained
- Build relationships with existing customers and ensure that customers are contacted on a regular basis, as a courtesy call possibly leading to tasks to complete





## **Helpdesk**

- Second-line support. Calls are passed from the help desk team when greater depth of system functionality is required

## **Report Writing**

- Create bespoke reports for our customers using our in-built reporting tool

## **Documentation**

- There may be a requirement at times to update existing documentation for new functionality

## **About You**

- Proven experience at delivering software training to small groups
- Knowledge of bespoke software applications
- Previous experience with work related travel
- Experience in building relationships
- Excellent communication skills, both written and verbally
- Ability to deliver a professional image
- Fast learner with the ability to absorb complex information quickly
- Self-motivated team player with strong inter-personal skills
- Drivers licence with ability to travel throughout the UK with nights away

## **Benefits and package**

£25,500 per annum. 20 days annual leave per year (in addition to bank holidays)

## **Location**

The role is based in Hampshire at our Havant office with travel within the UK. Monthly average of 8 days training at customer site.

*The duties and responsibilities in this job description are not restrictive and the post holder may be required to undertake any other duties which may be required from time to time. Any such duties should not, however, substantially change the general character of the post.*

