



McLERNONS

JOB DESCRIPTION

Job Title	Software Trainer
Responsible To	Training Manager
Key Relationships	Training Manager Customer Service Team Field Service Engineers IT Department Clients and Stakeholders
Job Summary	The Software Trainer is responsible for delivering computer training sessions for our clients with the main goal to ensure that all users fully understand and are compliant with the technical aspects of our current programme, its uses and functionality. They will also trouble shoot computer issues with customers and be a point of contact should any queries arise.

KEY DUTIES & RESPONSIBILITIES:

- Establish and deliver software training programmes to our clients.
- Assess individual and group training needs to establish users' knowledge/capability of software programme.
- Prepare and update all training materials.
- Deliver training to users on an individual or group basis.
- Monitor all trainees' progress, guaranteeing the necessary experience is attained.
- Maintain individual and group training records in compliance with GDPR.
- Train new employees on proper use of hardware and software.
- Perform regular client training on system security.
- Evaluate the effectiveness of each training session.
- Review company policies on computer use and cyber security.
- Correct errors, balance system resources, and troubleshoot all computer problems within areas of expertise.
- Create a system of communication with the client and company that will improve efficiency.
- Document irregularities and work to find solutions.
- Collect information and statistics and present it at company meetings.
- Develop and pitch ways to improve efficiency.
- Research developments to remain up to date as emerging strategies are formed.

Customer Service

- Develop and improve customer relationships and ensure a working environment exists where customer satisfaction is paramount.

Health, Safety & Environmental

- Support and ensure complicity with Health & Safety regulations, the Company Handbook, Quality and Environmental standards, and all other Company policies and procedures.

Quality

- Establish and promote best practice and a commitment to delivering a quality service.

General

- Provide general support to the Company and assist with overflow work as needed.
- Be prepared to work evenings and weekends if required.
- Participate in and attend sales, training and marketing meetings as required.
- Proactively contribute to creating a good team atmosphere.
- Monitor own development towards business and individual objectives.
- Keep personal IT skills and knowledge up to date.

The marginal functions of this position have not been included. This job description in no way implies that these are the only duties to be performed. An employee will be required to follow any other job-related duties required by McLernons.

PERSON SPECIFICATION

The list below is an illustration of the qualities that the Company requires. These areas will be looked at in performance reviews which are made to ensure that, not only can you fulfil your job description, but that as a member of the Company you are contributing in an effective manner to suit your position.

ATTRIBUTES	ESSENTIAL	DESIRABLE
Education & Qualifications	<ul style="list-style-type: none"> ▪ Robust skills in Microsoft Office including Word, Excel & PowerPoint. 	
Experience	<ul style="list-style-type: none"> ▪ 2-3 years Dispensing Technician/general pharmacy experience including use of and understanding of McLernons software system. 	<ul style="list-style-type: none"> ▪ Proven work experience as an IT Trainer, Technical Trainer or similar role. ▪ Additional certification in training (e.g. Certified Technical Trainer).
Skills & Abilities	<ul style="list-style-type: none"> ▪ Ability to provide clear and accurate advice and information to a variety of audiences, both verbally and in writing. ▪ Excellent administrative, organisation, analytical and technical skills. ▪ A patient and friendly approach to training with the ability to motivate others. ▪ Superior IT skills. ▪ Understanding of data privacy standards. ▪ Excellent team player balanced with the ability to work independently on own initiative. ▪ Excellent time management skills, with ability to work to tight deadlines. ▪ A positive, professional, and resilient approach with a commitment to delivering a quality service. ▪ Confident in delivering meetings and presentations. 	
Other Relevant Factors	<ul style="list-style-type: none"> ▪ Flexible approach to working hours, including evenings and weekends. ▪ Willingness to carry out duties outside of core role as required to meet the needs of the business. ▪ Full clean driving license. ▪ Fluent in English – verbal and written. 	