Training Specialist
Full-time, Exempt
Remote work
Reports to: VP of Professional Development

The Training Specialist needs to be a dedicated, technically skilled individual with excellent interpersonal and communication skills. The training specialist conceptualizes, creates, and presents trainings in person, remotely via webinar software, and produces recordings. This role involves organizing and maintaining professional development trainings and documentation.

The Training Specialist will collaborate with other team members to perform needs assessments for both internal trainings and customer trainings. Regular collaboration is needed with team members to organize trainings, collaborate on training, and assist in the support of core PowerSchool. This person also works closely with customers/learners through training and support.

Success in this role is demonstrated by maintaining knowledge of core PowerSchool, Microsoft applications, presentation software, general computer operation, and following professional development best practices. This person must be passionate about training, learning, and helping others. The Training Specialist needs to be an effective communicator who maintains rapport and engagement with learners with a focus on customer service.

In this position, professional written and oral communication is a priority. Clear and concise documentation is required for all trainings and communication. A candidate who is a motivated leader with strong organization, interpersonal, and communication skills will excel in this role.

Responsibilities:
- Training
    - Promptly respond to customer inquiries
    - Attend regularly scheduled meetings
    - Create new trainings
    - Create new training documentation and presentations
    - Maintain course planning documentation
    - Update and maintain presentation documentation based on changes in product and best practices
    - Train both internal staff and customers via in-person presentations and virtual trainings
    - Create video trainings and courses
    - Edit training videos
    - Consistently increase knowledge of PowerSchool and MBA products leading to additional skills and customer satisfaction
    - Immediately escalate serious complaints or issues
    - Share customer feedback so that products and services can be improved
    - Respect client confidentiality at all times
    - Update and maintain courses in all arenas (SharePoint, LMS, etc.)

Essential Functions:

- Experience in PowerSchool support or administration
- Confident presenter
- Competent PowerSchool technical skills (database, table structures, PS core tables, extended tables, etc.)
- Competent with virtual training software
- Proficient in Windows/Mac OS
- Excellent written and oral communication skills
- Effectively communicate complex information
- Analytical and critical thinking
- Keen attention to detail
- Problem-solving aptitude
- Ability to work under pressure
- Strong emphasis on organizational skills
- Work on a team and individually with minimal supervision
- Work on multiple projects simultaneously while meeting tight deadlines
- Maintain training documentation
- Positive attitude and the ability to build relationships with clients
- Flexibility to work irregular hours, when required
- Must be able to train/talk for long periods of time