

Job Description - Software Training Consultant

About the Company: Target Integration is a business consultancy company providing Business Automation applications, software development services, and cloud services to its clients. We are one of the leading consultants for Zoho/Odoo/MS Dynamics/Zendesk and a number of other products.

We have our global presence in UK, USA, India along with headquarter in Ireland

Website:www.targetintegration.com

Job Location: Dublin, Ireland

Desired Experience: 2-6
Yrs

Industry: IT-Software

Course Specialization: Any third level education with knowledge in accounting or bookkeeping.

Salary: €30k to €40k

Tentative date of Joining: ASAP

Job description: We are looking for a Software Consultant / Trainer at Target Integration in Dublin, Ireland. This profile requires an individual who is an expert in self-learning and delivering the training to the team and end customer

A Software Consultant/Trainer will Typically:

- Develops and executes training plans, and provides software instruction to the customer and internal employees in the organization.
- Reviews results and trainee feedback to improve skills, as well as identify and develop additional software training opportunities.
- Conducts educational programs in information technology and systems.
- Develops training coursework including the creation of technical sessions for the client.
- Designs training curriculum and modifications to enhance effectiveness.
- Replicates customer errors at the company and client site.
- Procures clients to sign off when needed and support them technically.
- Supports clients with transition projects to include product upgrade training and education.
- Scans knowledge base for solutions to customer issues and questions.
- Escalate issues to a technical team when needed.
- Demand attention from company team members when the customer is in an emergency.
- Update customers on the expected issue resolution time frame during training.
- Respond to customer queries on company product presentations to customers.

Key skills

- Excellent oral and written communication
- Bookkeeping and/or accounting skills and understanding of basic principals
- Administrative skills
- Management and leadership skills

- Organization and efficiency
- Analytical and technical skills
- The ability to motivate others
- A patient and friendly approach to teaching

Please send your CV to deepak.singh@targetintegration.com