

# Job Summary: Software Training Specialist

## Policy

- A. This job summary describes the requirements and responsibilities of the Software Training Specialist position at Vital Care, Inc.
- B. The Software Training Specialist is an exempt position.
- C. This job summary must be signed before the end of orientation.
- D. This job summary will be used as part of the employee's 90-day performance review/evaluation.
- E. This job summary will be used as part of the employee's annual performance review/evaluation.
- F. This job summary lists key components of the position. However, not all tasks that may be assigned to this position are listed. Additions to the job summary may be made at any time by the Director of IT based on the needs of the Company.
- G. This position requires the signature of a Non-Disclosure Non-Competition Agreement at the time of hire.
- H. The Software Training Specialist shall be responsible for working hours necessary to complete assigned duties within established parameters.

## Job Summary

The Software Training Specialist engages in the planning, execution, and delivery of training for software implement by Vital Care, develops a training plan and materials for software, and provides end-user software training on-site or remotely. Travel is required for this position.

This position has no supervisory responsibilities.

This position reports to the Director of IT.

## Qualifications

- Bachelor Degree or equivalent years of service in home infusion industry;
- Previous end-user software training experience is a plus;
- Strong time management and organizational skills;
- Ability to prioritize multiple tasks;
- Good communication and interpersonal skills;
- Good client/customer service skills;
- Ability to follow oral and written instructions;

- Ability to work effectively with a team;
- Ability to work independently as needed to support the group effort;
- Valid Driver License required.

## Physical Requirements

Task	Estimate
The employee must be able to:	
The work requires routine walk, stand, bend and carrying items weighing less than fifty pounds.	As needed
Use computer monitor and keyboard for extensive periods.	6-8 hrs per day
Use telephone equipment for extended periods.	2-4 hrs per day
Stand or sit for extensive periods.	6-8 hrs per day
Travel by air or car to attend meetings, conduct training, etc.	As needed

## Essential Job Functions

- Maintains a positive ongoing relationship with franchises through regular email or phone contacts.
- Works independently, prioritizes tasks, and aligns work with Vital Care goals.
- Works as a committed team player and displays the humble, hungry, and smart virtues.
- Adheres to all Vital Care, Inc. policies and procedures.

## Job Responsibilities and Functions

- Create training plans, materials and videos software implementation for all Vital Care new software projects.
- Respond to, resolve and provide support to customer issues accurately and efficiently.
- Effectively adhere to implementation processes
- Ensure quality of delivery of training
- Effectively respond to changing project and client needs while balancing multiple on-going projects.

## Orientation Signature

The signatures below indicate the employee received this job summary during his/her orientation process.

Employee Signature:	Date:
Manager/Director Signature:	Date:

## New Assignment or Revision Signatures

The signatures below indicate the employee received this job summary due to a new assignment or a revision of the job summary.

Employee Signature:	Date:
Manager/Director Signature:	Date: