
Company: Computer Software Innovations, Inc
Job Title: Software Trainer/Customer Support Specialist
Employee: Vacant
Reports to: Burt Lancaster, Regional VP
Department: Support
Location: Greensboro, NC
Date: 2-10-10

COMPANY PROFILE:

Computer Software Innovations, Inc. is a leading developer of Fund Accounting Software and provider of technology solutions from industry leading manufacturers and developers specific to public sector entities.

RESPONSIBILITIES AND FUNCTIONS:

- Schedule and coordinate training dates with clients.
- Thoroughly test and check converted initial and go-live data against our standardized checklist, reports from client and conversion exceptions list.
- Set up parameters, security, etc for the converted data to make the data complete for testing. Confirm this information is setup correctly for a new client, if assigned to you..
- Provide on-site and in-house training using standardized checklists and informational documents to ensure all clients are trained properly and thoroughly.
- Complete write-ups and other documentation related to client training.
- Communicate client requested modifications to the appropriate staff member.
- Participate in CSI User Conference as presenter or attendee as deemed appropriate by Management.
- Daily telephone interface with clients regarding software support issues.
- Provide support of clients via internet access.
- Research software issues utilizing tools such as technical documentation, an errors database, and previous work orders with problem and solutions recorded for each client.
- Conduct testing of situations using different sets of data and different versions of updates.
- Gain specialization on particular modules and then provide assistance to co-workers on the modules.
- Participate in continuing education on software modules through in-house and outside trainings or personal studies.
- Any other special projects or job assignments deemed necessary by Management.

REQUIREMENTS:

The ideal candidate will have a BA or equivalent with a background in software program training preferred. Accounting knowledge is a must. This individual must be able to perform under pressure with tight time constraints while maintaining a positive attitude in front of peers and clients. Excellent written and communications skills required with proficiency with the Microsoft Suite.

TRAVEL:

Ability to travel up to 50% required.

COMPENSATION:

Salary to be determined based upon experience plus participation in company incentives based upon goal obtainment and performance.

BENEFITS: Medical, Dental, Retirement (401k), Paid Time Off, Training and Travel Reimbursement.