



## Technical Training Specialist

Our Scale Computing Team is looking to hire a Technical Trainer to join our Indianapolis, IN-based team. The Technical Training Specialist will focus on creating and maintaining all of our technical product training curricula for internal staff, Scale// University, along with the creation and maintenance of our Scale// Academy learning program for external partners and customers. We believe in best-ever experiences from the inside out - so this means we're looking for an approachable, friendly candidate who will love their co-workers as much as we love them.

### Great candidates will look like this:

- A business-minded approach to establishing a training program from the ground up
- Enjoy troubleshooting and problem-solving analytically
- Someone who thrives on creating immersive experiences for customers through education
- A team player who can work well within the team and collaborate cross-functionally, especially in a remote environment
- An excellent communicator who is efficient and effective with customers and colleagues via web conferences, email, and in-person
- A motivated self-starter who thrives on prioritization and follow-through
- Passionately creative in mindset and can adapt quickly to evolving business needs

### Responsibilities

#### External Users

- Establish a strategy and lead the development of a robust training and certification program for Scale Computing software technology
- Design and maintain technical courses and testing for partners and customers
- Facilitate and deliver the planning, coordination, and presentation of internal/external training programs either using Scale Computing resources or external partners

#### Internal Users

- Assist in the reorganization of internal training for existing team members and new hires
- Establish growth path options via training as well as success milestones for teammates throughout their learning journey/career

#### Overall goals

- Collaborate with subject matter experts (internal and external) in the research, development, and preparation of training course content which are audience-appropriate, clear, concise, and engaging

- Update training materials as needed based on feedback from customers, partners, or internal Scale Computing team members
- Establish a process to maintain records, certifications, and life-cycle of training materials within Salesforce for external users
- Perform quarterly analysis on the effectiveness of training and certification to measure the impact of the training courses
  - Use this data to identify gaps in the current training curriculum and recommend updates in the training materials or offerings to resolve

## Requirements

- Bachelor's degree in business, education, or technical field or related previous experience
- Minimum of three to five (3-5) years experience as a training facilitator, training coordinator, or any other similar role, with a focus on learner engagement
- Excellent written and verbal communication skills
- Experience delivering training virtually, in a classroom setting, or 1:1 scenarios
- Strong time management and prioritization skills for projects
- Ability to travel if required

## Other useful skills/experience

- Knowledge of Salesforce, LMS platforms (Docebo), or Scale Computing
- Background in Google Suite of document management and creation
- Strong technical background with an emphasis on virtual platforms, virtual machines, Windows/Linux Operating Systems, and basic networking fundamentals
- Ability to work with a geographically dispersed team and customer base

## Compensation & Benefits

- Competitive, based on experience
- Stock options
- Competitive Health Plan including Medical (HDHP & PPO options), Dental, Vision, STD, LTD, & Life Insurance options
- PTO & paid Company holidays
- 401k Plan with match

This is a full-time, permanent position and may be remote or based out of our downtown Indianapolis HQ.

If you've reached this point in the job description and feel you're still not sure if you should apply...Just do it! We know there are no perfect applicants. You may not have 100% of all those bullets listed above - and that's okay. If you feel like you're not going to fit in with our teams - you'll be surprised. We're one Scale Computing which means however you identify and whatever background you bring with you, we encourage you to apply if it's a role you can be passionate about doing every day. Please send your resume, with the job title in the subject line to [careers@scalecomputing.com](mailto:careers@scalecomputing.com).

Scale Computing, Inc. is an Equal Opportunity Employer. Individuals seeking employment at Scale Computing, Inc. are considered regardless of race, color, religion, national origin, age, sex, marital status, ancestry, physical or mental disability, veteran status, gender identity, or sexual orientation.

## **About Scale Computing**

Scale Computing is a global business with offices around the world, thousands of customers, and countless applications running on our industry-leading HC3 platform. We enjoy this success because we have made a conscious effort to build this amazing company person by person – could you be the next to join us as the newest Scaler?

Scale Computing was founded on the belief that transparency and collaboration create a culture of ownership, success, and empowerment; more empowered employees are more productive employees. At Scale, we build empowerment through diversity and our core values of: Integrity, Innovation, Collaboration, Success, and Fun.

We are an “all killer, no filler” organization and believe everyone has an important role. We look for highly motivated, smart, fun people to fill those roles. If working with other amazing people to help us build a wildly successful company sounds like fun to you, we’d love to hear from you.