Technical Trainer

LOCATION: Sandy, UT

DATE REQUIRED: Immediately

POSITION PROFILE
Cityworks®—Azteca Systems, LLC functions efficiently and effectively under the leadership of the corporate President and CEO. The company is made up of five teams: Administration, Sales and Marketing, Enterprise Solutions, Client and Information Services, and Product Development. Cityworks is a Platinum Partner of Esri® and has over 500 licensed organizations throughout the world.

ORGANIZATIONAL
- The person hired for this position will report to the Educational Services Manager, in the Educational Services department.
- The individual will be working closely with seven other Technical Trainers in the Educational Services department.
- The individual will interact with staff in the Cityworks Documentation department testing, reviewing and creating training documents.

RESPONSIBILITIES AND EXPECTED ACCOMPLISHMENTS
- A major focus of a Cityworks Technical Trainer is to assist other Cityworks software users as they become familiar with core functionality in Cityworks training courses. This includes:
  - Present training content for training courses at our main offices in Sandy, UT
  - Give training courses at regional offices in West Bend, WI and DeSoto, TX
  - Work with other technical trainers to present content in web training courses
  - Be involved in internal training courses for Cityworks staff
- Work closely with the Documentation department to:
  - Review/test technical training course manuals for accuracy, clarity of content and training workflows
  - Meet regularly with each applicable technical writer to consider new training content additions and updates of existing course manuals
- Team with other technical trainers in the Educational Service department as it relates to Amazon cloud server training environments:
  - Test, review cloud server training environments for accuracy and completeness
  - Make recommendations on what cloud server components might need to be changed at each new commercial release of Cityworks software
- Train one-on-one, as needed, with new Cityworks staff on requested training topics, as needed
- Interact often with Cityworks Subject Matter Experts to confirm how certain Cityworks software components are developed to function and incorporate those topics into either new or existing training courses, as needed
- Print, punch and bind hard-copy training manuals for live training courses, based on need
• Stay current on all applicable aspects of Cityworks software, at each new commercial release by working under the direction of Senior Technical Trainers and the Educational Services Manager, reviewing training content and visiting internal company websites for the latest information
• Participate in weekly department meetings by adding items to the Google documents associated with the meeting, give progress updates, timeline estimations of current and future workloads
• Maintain in-depth product and software licensing knowledge

PERSONALITY TRAITS AND CHARACTERISTICS
• A high-level of ethics, professionalism, and confidence
• Excellent customer service skills with a can-do attitude and an extremely strong drive
• Detail oriented, with ability to carefully maintain processes, procedures, and follow through
• The ability to forge strong relationships with fellow employees and training attendees
• A strong work ethic with the ability to work independently
• Excellent oral and written communication skills with the ability to be at ease in front of people
• The ability to present very technical training content in a clear and concise manner

IDEAL CANDIDATE DESCRIPTION
• Friendly, outgoing personality
• Prompt, punctual and professional
• Maintain strong sense of ethics and personal integrity
• 2+ years of work experience as a technical trainer or a similar position
• Knowledge/work experience in Geographic Information Systems (GIS)
• Self-starter with a strong need for achievement
• Enjoys the challenge of being a significant part of a growing, developing organization
• Effective time management, decision-making, analytical, and problem-solving capabilities

EDUCATION
• BA/BS in Geography with an emphasis in Geographic Information Systems (GIS) or similar field preferred
• BA/BS in some other related field along with a Certificate in GIS

SOFTWARE EXPERIENCE
Preference will be given to applicants who have practical experience with the following software:
• Esri (ArcGIS Server, ArcSDE, ArcGIS Online, ArcGIS Portal, etc.)
• Microsoft SQL Server
• Microsoft SQL Server Reporting
• Cityworks AMS/PLL, Cityworks Storeroom, Cityworks Designer
• Crystal Reports
• Windows Server 2016
• VMware and/or Amazon Machine Instances (AMIs)
PHYSICAL DEMANDS OF THE POSITION

Physical demands that apply to this particular position include:

- Standing 10% of time
- Walking 10% of time
- Sitting – 80% of time
- Lifting 5-10 lbs.
- Carrying 5-10 lbs.

COMPENSATION AND BENEFITS

- Hourly – overtime paid for any hours worked beyond 40 hours/week, as needed
- Company benefits package includes 401K, health, dental, vision insurance

TRAVEL

- 30-40% during peak travel times throughout the year
- 20% during non-peak travel times throughout the year

SUBMISSION

Submit resume and cover letter by email to:
John W. Jarnagin
Educational Services Manager
jjarnagin@cityworks.com
801-617-8328 Ext 1036

CORPORATE PROFILE

Started in 1986, Azteca Systems, LLC initially provided GIS/IT consulting and geodata conversion and development. In 1996, the company turned its full attention to Cityworks, the world’s first web GIS-centric management solution for public works, utilities, and local government. Based on the principal of utilizing the geodatabase as the asset inventory for the work management system, this unique approach is not only cost effective, but efficient and powerful in achieving goals and leveraging the client’s investment in GIS.

Cityworks is a web GIS-centric enterprise management tool available in conjunction with Esri’s® ArcGIS Server, as well as with most other platform offerings and extension to ArcGIS. Cityworks supports the ability to create and track permits, cases, licenses, service requests, work orders, inspections, and tests while managing the tasks and resources (labor, material, and equipment) associated with a maintenance activity. Cityworks is fully integrated with Esri’s leading GIS technology, Microsoft Office, and Crystal Reports.
Azteca Systems, LLC is an Equal Opportunity/Affirmative Action Employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.