



**Job Title:** Technical Trainer

**FLSA Status:** Exempt

### **Job Summary:**

The Technical Trainer is responsible for training customers on the use of Runbeck Election Services products and equipment. This includes preparing, conducting and evaluating training programs including writing literature and materials (both electronic and printed) for use in presentations. This position requires a knowledge of mechanical and software functionality with input in the development of the customer's processes and procedures. The Technical Trainer reports to the Director of Field Service.

### **Duties/Responsibilities:**

- Prepare and conduct training programs
- Develop training materials, agenda and presentations for a variety of products and equipment. Create instructor materials (course outlines, background material, instructional materials and training aids)
- Continuously enhance technical instructional delivery and presentation skills
- Ensure the quality and consistency of training content throughout a product life cycle
- Provide customers with updated materials and evaluations of training sessions post-presentation
- Collect information pertaining to work procedures, workflow, and reports from customer; understand job-specific functions and tasks
- Assist in troubleshooting user issues and concerns as necessary in conjunction with Field Service Technicians
- Willingness to develop new skills, adopt techniques and training applications for professional use and attain industry certifications

### **Required Skills/Abilities:**

- Extensive knowledge of state and county election laws and rules
- Familiarity with creating training and presentation materials for in person and remote delivery
- Excellent verbal and written communication skills
- Proficient skills in using Microsoft Office tools (Word, Excel, Visio and PowerPoint)
- Strong analytical and critical thinking skills
- Ability to build relationships with stakeholders and team members
- Willingness to work independently with a geographically dispersed team and communicate using virtual communication tools (phone, conferencing, online meetings)

### **Education and Experience:**

- 5+ years of training experience preferably in the Election area
- Bachelor's Degree in Business or Public Administration or a closely related field
- Experience in Election related procedures, business practices and processes with knowledge of Federal & State Statutes

***Join the Runbeck Team today! Inquire at [Jobs@Runbeck.net](mailto:Jobs@Runbeck.net)***

Runbeck Election Services

2800 S. 36<sup>th</sup> Street, Phoenix, AZ 85034 :: 602-230-0510 :: [Runbeck.net](http://Runbeck.net)

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**Supervisory Responsibilities:**

- N/A

**Physical Requirements:**

- Ability to stand, walk, bend and sit for prolonged periods of time and/or drive a vehicle
- Ability to lift up to 50 pounds

**Location:**

- Remote; Travel to customer sites as required

**Work Authorization:**

- Must be a citizen of the United States

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