

Position Description: Technical Trainer

COMPANY OVERVIEW

Glenwood Systems LLC is a privately held Waterbury CT software development company focused on the ambulatory healthcare segment specifically EMR (electronic medical records), Practice Management, Practice Improvement and Practice Billing.

Glenwood Systems LLC emphasizes product excellence, customer success, fun, and exceptional stakeholder value. Founded in 1998 and enjoying strong growth in its history, Glenwood Systems is quickly becoming a leader in the EMR, practice management and physician practice billing services.

Job Overview

The Technical Trainer is a part of the dynamic training team at Glenwood Systems as the healthcare community. The goal of the Technical Trainer is refine our training program and to make our users more productive and efficient with our software technologies. As point person of the Training team, the Technical Trainer ensures that Glenwood clients use our products to their full potential.

Responsibilities:

As the Technical Trainer, you will master Glenwood's products, including: GlaceEMR, GlaceEMR + Practice Management, GlaceComplete and Glenwood Full Service Billing Service. Applying your product knowledge, organizational and teaching skills you will assist Glenwood customers in learning Glenwood's electronic medical record and practice management software applications. You will be challenged to develop and refine our online training modules and deliver ongoing customer training to an expanding customer base. This position will include the management and development of Glenwood's online training modules, instructional videos, lesson plans and developing a complete database of videos on all Glenwood products. The proven abilities to work effectively in a team environment and perform leadership assignments successfully are strongly desirable. This position is based out of the Waterbury CT and may require up to 30% travel.

Be capable of expertly teaching all of Glenwood's training courses most notably:

- GlaceEMR
- GlaceEMR + Practice Management
- GlaceComplete product concepts
- Write the technical development of new training materials
- Lead the continued development of Glenwood instructional modules
- Help edit and maintain current training materials

Requirements:

- Bachelors degree
- Familiarity with Glenwood products
- Physician Practice office experience
- Familiarity with LiveMeeting, WebEx, etc.
- Strong verbal and written communications skills are required
- Strong Working Knowledge – MS Office Suite
- Technical training experience
- Up to 30% Occasional travel