



**Position Title:** Technical Trainer  
**Reports To:** Vice President, Quality and Support  
**Division:** HealthBI  
**Department:** Product & Training  
**Classification:** Exempt

### **Position Summary:**

Equality Health is an Arizona-based population healthcare company focused on improving care delivery for underserved populations through culturally-sensitive programs that improve access, quality, and patient trust. Our mission is to ensure diverse populations receive quality healthcare that improves and enriches their lives. We have developed our product portfolio around centralized technology, services and network designs intended to organize a better healthcare delivery system for cultures that have struggled with integrating into the traditional one-size-fits-all U.S. healthcare system.

Our technology division, HealthBI, delivers a navigation platform providing payers and providers a streamlined and centralized answer to operationalize preventative and transitional care – driving dramatic results for value-based performance and clinical outcomes.

The Technical Trainer is responsible for providing the highest level of performance and satisfaction for HealthBI’s customers and employees through development and delivery of effective and professional technical training, content and support. This individual requires in-depth knowledge and experience using best practices to improve training products and services, to generate training documentation including videos, and to stay abreast with the latest software releases.

### **Responsibilities:**

- Learn functionality and administration of HealthBI’s software suite to prepare and present defined product courses including monthly new employee training
- Present technical training in-person, online (via webinar) and in-house for HealthBI’s software suite; manage class activities to assure fulfillment of course objectives
- Assist in the development of technical training documentation; create and augment documentation to fill gaps in released materials
- Participate in daily scrum meetings; review new features to allow for the updating of all training materials with the latest enhancements
- Quickly respond to training requests and coordinate training, logistics, and delivery with managers, subject-matter experts, fellow team members and customer resources
- Obtain feedback from training participants via training surveys to improve delivery methodologies; anticipate, prevent and resolve customer satisfaction issues as it pertains to training activities
- Provide feedback to determine future training opportunities and assist in presenting complete training solutions for customer needs
- Revise existing training materials to integrate new technology from system upgrades
- Review published training materials and recommend revisions and improvements

- Communicate with Business Analyst teams to obtain current product information for documentation updates; represent the Training department at daily stand-up meetings; attend Show & Tell demonstrations
- Serve as a resource for colleagues

**Required Knowledge, Education & Experience:**

- Bachelor's degree in Adult Education, Business, Technology, or a related field of study; or, an equivalent combination of education and/or experience
- Minimum two (2) years of experience delivering technical training in professional, corporate environments to various audiences ranging from front-line representatives to C-level officers with small to enterprise-sized organizations
- Minimum one (1) year of experience in the creation and delivery of technical training videos
- Superior written, verbal and interpersonal communication skills and training acumen
- Demonstrated self-motivation and discipline necessary to work in an environment with minimal supervision
- Demonstrated ability managing several complex projects simultaneously
- Proficient with Microsoft Office applications and web-based technologies
- Experience using WebEx and video edition software create and deliver live training

**Highly Preferred Skills, Abilities & Qualifications:**

- Knowledge and/or experience in the medical software industry as well as software lifecycle experience
- Able to communicate complex issues and ideas with precision and clarity
- Strong work ethic; action-oriented, decisive and effective working under tight deadlines
- Sensitivity and flexibility to work around stakeholders' diverse communication styles, priorities and availability
- Excellent in-person and remote training skills
- Solid organizational, administrative and time management skills, and a keen sense of attention to details
- Superior multi-tasking skills and the ability to balance multiple, concurrent projects
- Experience with JIRA