



Software Trainer
DIS, a division of Constellation Software Dealer Group

Dealer Information Systems Corporation (DIS) is a leading business management software provider to agricultural, construction, truck refrigeration, and lift truck dealers in North America. Founded in 1980, based out of Bellingham WA (USA); we are a team of 150+ professionals providing Software, Hardware, and Network Management solutions for our North American customers.

Company Profile: <https://www.discorp.com/>

Position Summary:

Working directly with the customer, this position provides billable customer training via onsite visits and remote solutions. Must conform to the following:

- Perform quality work within deadlines without direct supervision.
- Interact professionally with customers, co-workers and managers.
- Work effectively as a team contributor on all assignments.
- Work independently, while still communicating and coordinating with the customer and other employees and groups within the organization.

Job Responsibilities:

- Setup and train new customers on the current DIS Business System either at a customer site, or remotely via online meetings and training sessions.
- Provide advanced training to current DIS customers, either onsite or remotely.
- Apply problem solving skills to identify and help resolve customer reported issues.
- Special projects such as script writing for training videos, installation of new products and documenting processes.
- Comprehensive knowledge of the company's products, applications and services.
- Travel required in the US and Canada up to 40%

Qualifications:

- 2+ Years external or internal customer support of enterprise software
- Dealership operations experience strongly preferred
- Degree in Accounting or applicable experience required
- Strong written/verbal communication skills
- Strong technical aptitude: Analytical and critical thinking skills
- Good organization skills to balance and prioritize work
- Diligent, dependable and prompt
- Customer centric focused

Remote opportunity with travel

Travel: up to 75% per month across Canada and USA, including to Constellation Software corporate offices

If you are interested in this opportunity, please [click here](#) to send a resume to our HR team.