

Technical Trainer

Contact: Human Resources

Apply online at www.parkindustries.com

POSITION SUMMARY

The Technical Trainer is responsible for customer training. The Technical Trainer is responsible for the creation, delivery, and maintenance of customer seminars, teaching the proper operation of Park Industries' stone cutting equipment, performing customer product demonstrations and creating operating and maintenance manuals, training videos, and online seminars.

ESSENTIAL FUNCTIONS

- Obtains and prepares stone, metal plate and tooling.
- Presents classroom lecture, software, and hands on training.
- Develops instructional hand-outs and course agenda.
- Ensures machine availability and readiness for training.
- Ensures the cleaning of training equipment and work area.
- Maintains tool chests in orderly fashion, obtaining replacement tools as required.
- Ensures that seminars are current.
- Creates clear and understandable training manuals for instructor and customer utilization in timely fashion. Manuals will include operational photos/illustrations, engineering drawings, and task sequencing.
- Reviews and interprets engineering drawings.
- Assigns standard numbering systems and indices.
- Ensures availability of current database of original documents for reproduction.
- Maintains reference library of records and files of old documents.
- Ensures instructor and customer training and troubleshooting manuals are current and follow standardized training format.
- Assists Customer Service department with service calls.
- Performs other work-related duties as assigned.

QUALIFICATIONS

- Bachelor's degree or 3+ years of related experience required.
- Mechanical and/or electrical experience required.
- Training experience preferred.
- Excellent mechanical understanding is required.
- AutoCAD, AlphaCAM or MasterCAM experience preferred.
- Experience and/or expertise in manufacturing environment preferred.
- CNC machine operational background preferred.

SPECIAL CONSIDERATIONS

- Position requires up to 25% travel as required to satisfy customer training, installation, trade shows and troubleshooting needs.
- Availability for travel to customer job site, when required, to support customer training needs.

TRAINING

- This position requires an in-depth understanding of Park Industries' equipment, superior mechanical aptitude, excellent trouble shooting skills and highly developed interpersonal communication skills.
- Knowledge of electrical, pneumatic and hydraulic trouble shooting skills is helpful.
- Strong business acumen; thorough understanding of acceptable business practices.
- Must have experience developing spreadsheets and memos using Microsoft Office (Word, Access, Excel, PowerPoint), as well as having the ability to organize files, directories, and subdirectories.
- Must be comfortable with internet navigation and JDE.
- Must be able to understand concepts governing relational database structures.
- Basic mathematical skills required, with understanding of fractions and decimals.
- Must be able to understand and interpret blueprints and other engineering drawings in order to address and resolve design and customer problems.
- Must be able to read and understand Bills of Material.
- Good analytical, as well as oral, written, and listening skills. Must demonstrate good interpersonal communication and presentation skills, as well as have the ability to understand technical problems and work toward resolution.
- Must be able to understand customer and employee concerns, and develop resolutions to problems.
- Close attention to detail.
- Excellent technical management skills, including the ability to lead, facilitate, and organize.
- Must demonstrate leadership, interpersonal and motivational skills.
- Must be able to prioritize while demonstrating flexibility for addressing customer issues.
- Multi-lingual (Spanish) ability is a plus.