



TRAINING AND DOCUMENTATION SPECIALIST – FULL TIME

NoHo Software has an IMMEDIATE opening for a smart and dependable person who is seeking a secure, long-term opportunity. NoHo is a 33-year old software development company, and is California's leading provider of management software tools for state funded subsidized childcare programs. Most of our employees have been with the company for 10-20 years, which says a lot about what it's like to work at NoHo Software. We make having a good work/life balance a priority for everyone at NoHo Software.

We're seeking someone with experience in the subsidized child care industry – preferably someone who is familiar with NoHo Software (or similar management software), to serve as our Product Training and Documentation Specialist. However we are willing to train the right individual. The candidate will be responsible for delivering online and on-site product trainings to our customers throughout California. Additionally, the Product Training and Documentation Specialist will be responsible for updating and maintaining the online user guides and product release notes for all of NoHo Software's products, along with customer support duties as needed. This is a full-time, Monday-Friday, daytime position located in our Tarzana, CA offices. Everyone is currently working remotely during the COVID-19 crisis, and we will continue to do so until its safe for everyone to return to our offices. For the right candidate, we will consider working remotely on a permanent basis.

Compensation and benefits, including matching 401k, will be commensurate with experience.

Primary Duties:

- New Customer Implementation Trainings
- Existing Customer Continuing Trainings
- Company in-house Product Trainings
- Product Online User Manual Writing / Editing / Revisions / Updates
- Product Release Notes Writing / Editing / Distribution
- Customer Support – Phone/Email
- Other clerical duties as assigned

Requirements:

- Experience in the subsidized child-care industry or equivalent, but will train the right person.
- Excellent organizational skills, professionalism, attention to detail, accurate documentation skills.
- Experience with Microsoft Word, PowerPoint, Excel, Confluence, SharePoint, Splashtop and Zoom.
- Fluency in English. Excellent grammar and spelling.
- Proven initiative, positive attitude, team-oriented, self-motivated, and highly enthusiastic.
- Aptitude to manage changing priorities and meet deadlines

The Ideal Candidate:

In addition to the requirements listed above, the ideal candidate might also possess some or all of the following skills and experience, although not essential, as we will train the right candidate.

- 3+ years experience in the subsidized child-care industry or equivalent.
- Experience using NoHo Software (or similar management software)
- 2+ years demonstrated success in developing and delivering software training and documentation to different audiences, with varying levels of technical knowledge, via classroom and online formats.
- Ability to quickly grasp technical concepts, and be able to effectively and clearly communicate these technical concepts in both live presentation and written formats.
- Strong written and verbal communication, grammar, proofreading, and visual design skills.
- Proven effectiveness in a role that requires multi-tasking and strong customer support skills.
- Ability to participate in collaborative discussions with customers and team members, identify problems, and provide solutions through effective training.

To apply, please email resume and cover letter to:

NoHo Software

18757 Burbank Blvd., Suite 210

Tarzana, CA. 91356

Email: careers@nohosoftware.com

We look forward to hearing from you, will value your privacy, and promise to reply right away.