



The Carey Group  
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## Job Description

*Title:* Consultant/Trainer

*Responsibilities:*

- Develop and write software and user guides for Window-based computer programs
- Train users and trainers on range of computer applications in short term and long term assignments
- Demonstrate expertise and act as resource on existing and forthcoming software packages and applications
- Advise clients and colleagues on interpretation and application of training methodologies
- Assist clients in determining training objectives
- Develop tools to measure training effectiveness and evaluate training feedback to improve processes
- Software testing and defect reporting
- Develop on-line help systems for clients
- Develop multi-media and web-based presentations
- Special projects

*Skills:*

- Must possess superior communication skills, both written and verbal
- Must possess superior platform skills; must be able to tailor training skills to diverse client base; must be able to accurately assess learning styles and evaluate client climate
- Must possess superior interpersonal skills; must possess sensitivity, patience and tact, as well as the ability to influence clients in a positive and professional manner; must be able to exercise sound judgment
- Must be able to work with a diverse client base; must be able to adapt to new client cultures
- Must be flexible; must be able to handle multiple and changing priorities and quickly recognize top priorities; must be able to meet deadlines
- Must be able to maintain confidentiality
- Must be a team player and work with others to reach common goals
- Must enjoy learning new skills and growing a skill base
- Must be proactive in learning software packages and evaluating new software packages
- Must be able to handle constructive feedback and be able to use feedback to develop skills and expertise
- Must be willing to travel

The employee must have expertise, or at minimum, a working knowledge, in the following areas:

- |                              |                 |
|------------------------------|-----------------|
| • MicrosoftWord              | • Lotus Notes   |
| • Windows 95                 | • Doc-2-Help    |
| • Windows NT                 | • PageMaker     |
| • Microsoft Office           | • Quark         |
| • Corel Office (WordPerfect) | • FrameMaker A+ |