



Role: User Education Specialist

Location: Remote

Company Overview

Sylogist provides mission-critical ERP and CRM solutions, including fund accounting, case management, grant management and payroll, to public service organizations. Sylogist's customers include all levels of government, non-profit organizations, nongovernmental organizations, and educational institutions, as well as public compliance driven and funded companies.

Our team is collaborative, enthusiastic and delivers on our promises. If you want to apply your skills to improve trusted technology that supports over 2000 customers around the world, then let's talk! To learn more, check out our careers page at www.sylogist.com

Position Overview

Sylogist is looking for a User Education Specialist. The successful candidate will have excellent written and oral communication skills, as well as a proven ability to provide effective in-person and web-based training to business partners and clients. This position is not required to work out of one of our offices, however, the candidate must also ensure compliance with our home-office environment requirements.

Responsibilities Include:

- Plan, prepare, and maintain online content for a wide variety of products under the Serenic umbrella, including but not limited to written articles and videos.
- Work with subject-matter experts to understand the intricacies of the product and how our different customer groups use it.
- Develop and deliver online training to clients, partners, and internal staff.
- When required, travel on-site to provide client training.
- Contribute to and/or edit content developed by other members of the team.
- Liaise with other departments, especially support, client services, and product management.
- Other related duties as assigned.

Desired Knowledge, Skills and Experience Include:

Client Focus:

- Excellent interpersonal and written communication skills.
- Strong customer interaction skills, including focusing on and identifying documentation and training needs in a fast-paced environment.
- Capable of being empathetic and respectful towards client needs.

Skills/Computer Knowledge:

- Organized, detail-oriented, and able to multi-task.
- Willingness to work independently and continuously towards improving system knowledge.
- Experience with online help software required, and experience with MindTouch a strong plus.

Communication Skills:

- Ability to provide clear and precise information in both written and verbal communications.
- Ability to work both independently and in a team environment.
- Ability to maintain composure under pressure in a fast-paced, deadline-driven environment.
- Ability to be flexible, versatile, and adaptable in day-to-day activities; to react to change efficiently and effectively.

General Criteria:

- Prior experience as a technical writer, instructional designer, or software trainer required.
- Financial knowledge and/or experience with financial software preferred.
- Experience working with nonprofit organizations, school boards, and/or governmental agencies a strong plus.
- Experience working in a remote office/location (i.e.: Home office).
- Limited travel may be required, both domestically and internationally.

What we look for in you

- You like to have fun!
- You have a positively great attitude.
- You have a broad set of technical skills.
- You want to be a creator.
- You know you don't have all the answers but have a deep desire to learn everything.
- You have strong leadership skills; people want to work with you.
- You are an intuitive problem solver.
- You are proactive, take initiative and thrive in a fast-paced, empowered work environment.

Sylogist is headquartered in Calgary, Alberta, Canada with regional offices in Barrie, Ontario, Canada, Atlanta, Georgia, Littleton, Colorado, Washington, DC and Shawnee, Oklahoma in the United States of America and Oxford, Oxfordshire in the United Kingdom.

Interested candidates should send their resume, references, and compensation expectations to careers@sylogist.com.

All candidates must provide proper employment documentation showing immediate eligibility to work in Canada or US. Sylogist does not offer sponsorships.

Sylogist is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, disability status, protected veteran status, or any other characteristic protected by law.