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Software Product Trainer
[DNS/DHCP/IP Address Management]

Company Overview: Efficient IP [www.efficientip.com]

EfficientIP is a global provider of the most advanced and comprehensive DDI (DNS, DHCP, IP Address Management) products available. EfficientIP's SMART DDI approach offers enterprises and service providers a unique appliance based solution to intelligently simplify and automate design, deployment and management of the critical DDI infrastructure.

SOLIDServer™ centralizes all information from the IP plan and DNS and DHCP servers in one single interface and gives customers a consolidated overview to control the deployment of infrastructures and network services (VoIP, Datacenters, etc.).

Efficient IP has built strategic relationships with a number of software and hardware market leaders to develop complementary solutions and to enable new offerings from partners. This includes Microsoft, VMware, OpenStack, Nutanix, Cisco, IBM, Hewlett-Packard, RedHat, ServiceNow, Tufin ...

Efficient IP's client base includes hundreds of the most demanding companies in all business sectors to include Vodafone, Airbus, IKEA, HSBC, Cap Gemini, HP, Netflix, STMicroelectronics and T-Mobile with an established presence in the USA, Europe and Asia.

Location: Preference is West Chester, PA but home office will be considered

Travel: up to 75% nationally

Position Summary:

This is a great opportunity for candidates who have a technical training background or a strong networking and/or security background who would like to leverage this experience in a different capacity with a rapidly-growing, fast paced environment.

Conducts product training for customers, partners and employees in the use of EfficientIP products, in classroom lectures, laboratory sessions and virtual classes. This position is critical to ensure that our customers have the skills and knowledge needed to implement and best utilize our products and build skillsets and experience. Execution with a high degree of quality and client satisfaction is of highest importance.

Primary Responsibilities:

- Deliver training on the various courses of EfficientIP portfolio in our premises, at the customer site or via Webex
- Set up, configure and maintain necessary equipment to support training courses.
- Develops/updates technical training course content and labs, with aptitude to be a primary author.
- Develop and deliver content for new releases, products and features.
- Updates training materials to ensure technical accuracy and a better match with the audience capabilities and expectations.
- Coordinates with the customers, partners and the regional representatives of EfficientIP to setup the class and ensure that all prerequisites are fulfilled (registration, invitation, documents shipment, etc).

- Support the development of quality training materials by providing subject-matter expertise to the development team.
- Maintain an appropriate knowledge level of Efficient IP products, technologies, solutions and programs and how they solve our customer's business issues.
- Maintain the skills to demonstrate technical expertise on our products and best practices.
- Support sales and technical sales by assisting with specific sales opportunities.
- Develop metrics to assess needs and impact of training on our customer performance, satisfaction and retention.
- Do a follow-up of the questions raised by the students during the class

Qualifications:

- Previous network/software/technical training experience OR networking experience in a Technical Support, Consulting, Pre-Sales or Professional Services who wants to leverage this experience in a Training capacity
- Knowledge of the DDI environment (DNS, DHCP, IPAM) is a plus.
- Experience dealing with Microsoft environment (AD, DNS, DHCP) is a plus.
- Excellent verbal and written skills required with the aptitude to successfully deliver and communicate complex technical training and ability to establish credibility in a classroom setting
- Aptitude to create written content in support of upgrade, or creation of new courses.
- Customer satisfaction oriented.
- Bachelor's Degree in a related field
- Ability to travel as needed
- Must be able to work in the US without sponsorship