

Hello.

We are Eagle Eye.

Product Training Specialist

Location: Guildford / Manchester / Home Worker

Reports to: Senior Operations Manager

Date: September 2020

About the role.

This is a brand new role within Eagle Eye! The Product Training Specialist will develop the training requirements within the company which will include creating material and knowledge documentation of our products.

TYPICAL DUTIES INCLUDE

- Creating training materials for our products
- Developing ways to communicate to our customers internally and externally about new product features as they become available
- Finding the best ways to enable customers to self-help on our products
- Delivering training either online or in person
- Liaising with other departments to find out about new products and features
- Delivering training both internally and externally

About you.

YOU HAVE

- Around 2 years' technical experience working with inhouse software products
- Some experience of video recording and editing
- Excellent communication skills both written, verbal and visual
- The ability to translate the technical to non-technical in multiple ways
- A passion for making clear documentation / videos for customers that explain how complex features work in an easy to understand manner
- The ability to understand the technology behind Eagle Eye's products

YOU ARE

- Self-motivated
- Highly organised
- Able to work to and smash set goals and objectives
- A multi-tasker, able to handle multiple work streams
- A confident speaker and presenter

About us.

We are a business run by the ex-deputy CEO of Tesco and our founder still plays a huge part in our business. We are expanding rapidly and going global, with offices now in the UK, Canada and Australia, meaning there are plenty of opportunities for progression.

We love being social and get together for beers (or soft drinks!) and snacks every Friday, as well as an annual company summer event and location-specific Christmas parties.

We have cool tech. We've recently moved to Google Cloud and we are helping our people become Google Certified. We have some huge clients such as John Lewis & Partners, Asda, Greggs, Loblaws, JD Sports and Tesco.

We also like to give back, so we support local and larger charities through various events organised by our charity committee. We foster an environment promoting good mental health and now have qualified Mental Health First Aiders within the business. We create an environment in which people are empowered to create their own solutions, challenge existing methods and make their own decisions.

We look forward to hearing from you!

Eagle Eye Solutions Ltd.

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