



CONFLUENCE

Job Title: Professional Services Training Specialist
FLSA Status: Full-Time/Exempt
Supervisor: Manager of Business Consulting

Date: March 5, 2010
Department: Professional Services
Job Code: PSC-10-004

Confluence is the global investment management industry's leading provider of automated data management solutions. Confluence helps investment management companies gain unprecedented control by automating the collection, creation, confirmation, and of delivery investment product data. The Confluence Unity® platform addresses a wide range of problems—from performance measurement to customized reporting—for a full array of domestic and international products, including mutual funds, and variable products, hedge funds, and alternative investments.

Purpose

The Professional Services Training Specialist is primarily responsible for delivering Confluence product training to clients. This person also serves as a key resource in internal training. This individual works with the Product Development department to evaluate and maintain product training materials, develop eLearning tools, and identify new training needs. The Professional Services Training Specialist will report to the Manager of Business Consulting.

Responsibilities

- Provide training services pre and post production to Confluence clients using traditional and advanced training technologies
- Assess client training needs and coordinate delivery of required training
- Create statements of work, engagement reports, and related reference materials
- Evaluate feedback from clients and internal staff and work with Product Development to implement enhancements as needed
- Act as a liaison between Professional Services and Product Development with respect to defining content and design of training materials on new products or features
- Identify opportunities for new business with existing clients
- Assist Product Development with defining design and delivery of product and product-related materials to Confluence staff.
- Extensive travel may be required
- Other duties as assigned

Education and Work Experience

- Requires minimum of 3-5 years of training experience
- Bachelor's degree in education, human resources, business or related field or equivalent experience
- Outstanding interpersonal and communication skills, as well as presentation and training facilitation skills
- Adept in working with training technologies; exposed to advanced training technologies.



CONFLUENCE

- Experience with Unity products or business processes for performance, financial reporting, or expense and budgeting a plus
- Expertise with all Microsoft Office products (PowerPoint, Word, Excel) and HTML training software

Confluence Technologies Inc. is an Equal Opportunity Employer (EOE) and offers employment opportunities to all qualified persons regardless of race, color, religion, sex, age (40-70), national origin or ancestry, physical or mental disability (except where physical or mental abilities are a bona fide occupational requirement), veteran status, marital status, familial status, sexual orientation, HIV-positive status, possession of the sickle cell trait, genetic characteristics, political views, and any other basis protected by federal, state, or local laws.

To apply for this position, please send a cover letter (including job code) and resume.

**Attn: Human Resources
Confluence
600 River Avenue
Pittsburgh PA 15212**

**Fax: 412.802.8647
jobs@confluence.com
www.confluence.com**