

Support, Training and Outreach Specialist, Literature Management.

Temporary 12-month full time position with possibility of extension or permanent position.

Germany – Home based.

Role Purpose:

The primary responsibility is to support Alfasoftware's sale teams in all regions by delivering high-value, support, training and webinars to target customers. Additionally, the role will be responsible for contributing to the creation of new webinar and/or training content, conducting face to face and/or online demonstrations and trainings, and assisting in maximizing customer understanding to support customer conversations as required.

In this role you will engage with Researchers, Project Managers, and IT-professionals from sectors in the research space.

You will work from home in an international sales and support team, requiring a high level of self-motivation and entrepreneurial drive.

Company Overview:

Alfasoft is a leading distributor of software in Europe and have been distributing market leading research software for almost 30 years. Our customers, typically within Research and Development, turn to us when they need the best software solution to support their projects.

Responsibilities:

Working in a fast-paced and dynamic international environment, the Support, Training and Outreach Specialist will be accountable for the following:

- Provide level 1 & 2 technical support through email, phone and social media
- Manage the support queues ensuring a meaningful response in line with our SLA requirements
- Support our customers remotely for system configurations and update
- Document the product user process and update existing documents
- Participate in product testing
- Preparation and delivery of scheduled online webinars to showcase the value of our software to new/existing customers
- Demonstrate how our products support key steps of the research process, and from a researcher perspective
- Assist in the development of demonstration materials including but not limited to Sample Projects, Project shells, and new high-value webinars
- Assist face-to-face customer meetings as required
- Support sale teams at Industry Trade Shows, scheduled events and pre-sales presentation
- Provide assistance in inbound sales by answering customer question related to literature management

- Assist sales team with order processing

Person Profile:

- The Support, Training and Outreach Specialist will be a self-starter with prior experience in literature management/knowledge organization. The role will be required to work autonomously, so will need to be highly motivated, confident and determined. Other requirements include:
- Native German speaker with excellent command of the English language
- Excellent planning, organization and time management skills
- Strong relationship building skills
- A go-getter with a "get stuff done" mindset
- Enthusiasm to learn new technologies
- College degree in IT or related area preferred
- Prior experience in literature management/knowledge organization
- Experience in SQL and .NET programming preferred desirable
- Excellent Windows and Microsoft Office skills
- A proven ability to work autonomously
- Experienced in using online webinar tools
- Is an excellent communicator – with strong written and verbal communication skills and presentation skills
- Is enthusiastic, driven and committed to playing an important role in meeting the company's business objectives.

Special Working Conditions:

- Travelling to Nordic and European countries to be expected

Internal Contacts:

- Works very closely with:
 - Training Managers
 - Sales Managers
 - Sales Teams

External Contacts:

- Potential, new and existing customers
- Regional Partners
- Training venue providers

Occupational Health and Safety:

Comply with Alfasoft's policies and procedures, taking reasonable care for your own health and safety and the safety of others who might be affected by your actions. This includes following workplace safety policies and procedures, the completion of all Occupational Health and Safety compliance training within specified timeframes, and the prompt reporting of any identified unsafe work practices, work conditions and/or equipment to a manager.

Other:

Salary will be in line with skills & experience.

Applications that do not meet the requirements will not be answered.

Please apply in English with salary expectations to:

Roberth Hoff-Olsen, roberth@alfasoft.com

Director