



Training Manager

About Ideate Software

Ideate Software is a certified member of the Autodesk Developer Network and is the software development unit of Ideate Incorporated with headquarters in California. Ideate Software develops data management tools that work in conjunction with Autodesk's Revit and Forge technology platforms. The Ideate Software team prides itself on collaboration, which occurs mostly through virtual communication both internally and with our customers worldwide.

Summary of Responsibilities

The person in this role will report to the Director of Software Development (based in New Jersey) and will closely collaborate, both in-person and online, with the technical sales team members, quality assurance team, and the development team.

The ideal candidate will be based in the Portland, OR metro area but candidates otherwise located in the Pacific time zone are also encouraged to apply. This position is full-time with average work-week hours expected between 8:30-5:30pm PDT. While remote work is supported, working in the Portland office with teammates occasionally is encouraged.

Responsibilities

Job candidates need to be personable, hardworking, and creative thinkers. Job candidates must be able to work comfortably in a virtual team environment. The primary role for this position is a training manager with additional software development responsibilities within the quality control and technical support department.

Training – Post Sales (40%)

- Update and improve standard post-sales training content for all Ideate Software solutions
- Deliver standard online training to existing customers on average 2-3 (1-hr sessions) per week. Most will be during 8:30-5:30 PST though once per month may be at 6pm for Australia/Asia.
- Train-the-trainer role
- Creating videos for web content
- Writing a monthly training blog
- Contributing to training-tips for newsletters/social media

Support and Research – 15%

- When not training, you are on-call for customer support. This includes support for Ideate software and licensing issues.
- Research time is required to stay relevant on both Revit and Ideate Software products. This time is self-directed.

Software Testing – 45%

- Working with the QA team to strategize and coordinate testing coverage and ensure software meets quality expectations.
- Creating informative, repeatable, and comparable tests that achieve desired test coverage.
- Working with industry experts to create or edit relevant Revit content file examples to support QA tests.
- Maintaining existing automation test scripts.
- Coordinating and triggering automated tests and reporting on test results.
- Performing manual tests, as needed. Replacing tests with automated equivalents will be encouraged.
- Review internal (Confluence) documentation for clarity

Skill Requirements

- 5-years' experience using Autodesk Revit.
- 3-years' experience using Microsoft Office tools, including Teams, PowerPoint, and Excel
- 1-year experience testing desktop and UI application software.
- 1-year video content creation experience
- Excellent technical writing skills
- Experience providing clear communication and working well with cross-functional teams.
- Familiarity with software defect reporting systems and processes.
- A willingness to learn building industry terms and software.

Bonus Skills

- Experience working in virtualized desktop environments.
- Familiarity with XML syntax.
- Demonstrated experience evaluating existing tests and developing new tests.
- Advanced Excel, SQL, or Power BI skills
- Knowledge of the building industry; Architecture, Engineering, Construction (A/E/C).
- Expert Researcher: Black-belt Googler.
- Sense of humor.

Estimated Travel

Travel within the US is expected to occur up to 2-3 days per month at most, for approximately 10 months out of the year.

Compensation

- Salary is based on experience and location and will range from US\$85,000 to US\$105,000.
- Currently Ideate pays 100% of medical & dental for employees/50% for dependents and 100% for employees and dependents for vision insurance.
- Life Insurance and Disability Insurance, both covered 100% by Ideate.
- Paid time off accrual, Paid holidays, and Paid Family Leave
- Ideate also matches 4% of total compensation toward any employee who chooses to participate in a retirement savings plan.

Interested parties should send a cover letter and CV to jobs@ideatesoftware.com.