NEW POSITION

Software Trainer / Document Specialist

POSITION SUMMARY

McCague Borlack LLP is currently seeking a full-time Software Trainer / Document Specialist (Trainer) to join our Firm's Administrative Team. Based in Toronto, this role will be a key member of the Firm's IT Department and Software Helpdesk Support.

The primary role of the Trainer will be to deliver software application training to lawyers and staff. Liaising directly with the Manager of HR, as well as the Manager of IT, this position is responsible for coordinating firm wide training initiatives and providing software application support and documentation to all members of the firm.

RESPONSIBILITIES

- Deliver new-hire software training to all support staff, legal assistants and lawyers as well as training for firm-wide rollouts of new or upgraded technology.

- Update and maintain the software training curriculum and documentation.

- Create comprehensive learning information, such as Best Practices, Tech Tips, job aids and reference guides for all firm-wide software applications.

- Participate in the communication and coordination of training events.

- Work with HR and IT to develop an expert level knowledge of the software applications in use at the firm.

- Track, respond to and resolve Software Service Desk calls that relate to investigating and resolving staff/lawyers reported issues with software applications.

- Review tracked calls to determine further training required to improve overall understanding of software in the firm by lawyers and staff.

- Assist with testing and supporting new initiatives/projects that involve the upgrade or deployment of software applications.

- Where required, train lawyers and staff on any one-on-one initiatives for those firm members that don't respond well to classroom training.

- Work with IT to determine equipment and software required for a positive classroom environment.

- Work with firm members to assist them with any corrupted or difficult documents.

- Create and maintain templates in Word, PowerPoint and excel to be used by all firm members as firm authorized templates.

- Create complicated documents in excel or PowerPoint for firm management.

REQUIREMENTS

- Minimum of 3 years experience in developing and delivering application software training.

- Post-secondary education with a focus on adult education and training.

- Expert knowledge of the Microsoft Office 2003/2007/2010 suites.

- Experience with Elite Webview for docketing and matter inquiry is an asset.

- In-depth knowledge of document management systems or helping with a DMS implementation is an asset.

- Proven ability to provide patient, high quality client service.

- Self-motivated, with ability to work independently and/or without direct supervision.

- Excellent organizational and time management skills.

- Keen interest and ability to work collaboratively as part of a team.

- Excellent attention to detail including reporting on progress on firm initiatives.

- Strong communication (both oral and written), interpersonal and presentation skills.

- Willingness and ability to learn new technology quickly and apply knowledge.

- Previous working experience in a law firm is a strong preference.

McCague Borlack LLP

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