

Company: Waterloo Hydrogeologic
Job Title: Training Specialist
Reports to: Product Manager

Position Summary

The Training Specialist will be responsible for preparing and conducting training curriculums for applied groundwater modeling, environmental data management, and other environmental software products offered by the Company. The candidate must be comfortable interacting with the Company's domestic and international customer base and network of industry partners whose experience may range from beginner to expert with the Company's software products. This position will report to the Product Manager and be expected to travel approximately 15-20% of the time to conduct training sessions when needed. The ideal candidate will be based out of the Company's office in Waterloo, Ontario.

Key Responsibilities

- Develop technical training programs for our software applications (Visual MODFLOW Flex, Hydro GeoAnalyst, AquaChem, AquiferTest) and related underlying hydrogeologic principles, methods, and applications;
- Prepare and maintain training material (presentations, lectures, exercises, videos, webinars, worksheets, and documentation, etc.) as new software versions are released;
- Arrange for and Deliver on-line or in-person training for courses, webinars, workshops, and tutorials for groups or individuals;
- Produce training schedules and classroom agendas;
- Support the sales team, distributor network, and other business partners to identify and execute training opportunities and strategies globally;
- Co-author conference papers and/or journal technical articles;
- Periodically review overall effectiveness of programs and contribute to our continuous improvement goals;
- Help develop and conduct software benchmark tests for use by the software development team;
- Assist the Support team with more complicated client support cases and/or extended support services;
- Other duties as may be assigned.

Experience, Skills and Education

Required:

- Minimum 3-5 years of experience working on groundwater modeling and other hydrogeologic/environmental projects;
- Excellent communication skills, both written and oral with Fluency in English;
- Demonstrated problem-solving skills;
- Comfort with independently learning new software/computer skills;
- Excellent organizational skills;
- Ability to think quickly and adapt to a changing environment;
- Ability/willingness to travel internationally for scheduled training and conferences;
- Demonstrated ability to meet and achieve goals;
- Ability to work independently, and follow standard processes;
- Enthusiastic personality who communicates with tact and diplomacy.

Preferred:

- Graduate Degree in Hydrogeology/Earth Sciences or Civil/Environmental Engineering;
- Professional Geoscientist. or Professional Engineer license;
- Teaching experience;
- Knowledge of Geographical Information System (GIS) software (ESRI ArcMap/ArcGIS Pro and/or QGIS);
- Experience with Visual MODFLOW Flex, Hydro GeoAnalyst, AquiferTest, and AquaChem, databases (Access and/or SQL).

Company Background

For over 25 years, Waterloo Hydrogeologic has developed cost-effective software solutions for assessing, developing and managing the world's water resources. Our clients provide comprehensive assessments of surface water and groundwater resources, practical engineering solutions for water related projects, and an awareness of environmental and sustainability issues that are key to successful water resource management. For more information please visit www.waterloohydrogeologic.com