



## Software Training & Support Specialist

JAI Software is an innovative software company based in Farmingdale, Maine. JAI develops and supports ECOS, the Energy Community Online Software program that is used by state and local agencies to manage the Weatherization and Energy Assistance programs. We currently serve the States of Maine, Washington, Idaho, Alaska, Arkansas, and Washington D.C. These programs help low-income households to reduce their energy costs by using less energy to heat or cool their homes, and to avoid experiencing energy emergencies. To learn more visit JAI at [www.jaisoftware.net](http://www.jaisoftware.net).

Our goal is to help our customers maximize the benefits of our software while reducing their operating costs and simplifying the delivery of critical services to vulnerable populations. To meet the needs of our growing community of ECOS users, we are seeking additional staff to provide software training and support. We are seeking a highly motivated individual to join our growing and committed team. Prior experience in software training and support are preferred. Knowledge and experience in energy efficiency/weatherization or related experience would be advantageous. Since the programs that we serve are unique; we will provide training, learning tools, and support to the selected candidate.

### Primary Responsibilities

- Conduct online training to educate ECOS users on the functionalities and features of the Software.
- Help Develop training materials, including presentations, user guides, and video tutorials.
- Provide support to end users by addressing their questions and guiding them through the software.
- Work to build and maintain strong relationships with clients who use the ECOS Software, ensuring their satisfaction with the product and addressing any concerns or issues they may have.
- Assist in the onboarding process for new clients, ensuring an effective adoption of the ECOS Software.
- Collaborate with the JAI Development Team to identify areas of improvement.
- Collaborate with the Client Relations Team to ensure seamless communication.

### Desired Skills and Experience

- Educational background related to software training and/or client support.
- Previous experience as a software trainer, teacher, or customer service.
- Operational experience working within the Weatherization or Energy Efficiency industries.
- Ability to effectively convey information in a clear and concise manner.
- Ability to deliver engaging and interactive software training sessions.
- Strong customer service orientation and a genuine passion for helping users succeed.
- Need to be highly organized and detail oriented.
- Knowledgeable with Microsoft Office and its suite of products.
- Ability to develop strong proficiency in using the ECOS Software.

Salary will be dependent on education, skills, and experience.