



integrity - innovation - quality

TRAINING AND QUALITY SPECIALIST

Black Creek Integrated Systems is a leading national supplier of integrated electronic security systems for the correctional industry. As a result of our 40+ years of experience and reputation in the corrections industry, Black Creek's technology has become a standard nationwide for many architectural and engineering firms specializing in criminal justice work.

We are looking for an enthusiastic trainer with proficiencies in documentation and quality assurance testing to train new employees and customers, create technical documentation, and assist in the user-side testing of our software platform.

Essential Duties & Responsibilities

- Work independently as an individual contributor under general guidelines established by supervisor
- Devise technical training programs according to organizational requirements
- Produce training schedules and classroom agendas
- Prepare training materials
- Execute training sessions, webinars, workshops, etc. in groups or individually
- Arrange for and conduct on-site training as needed
- Conduct detailed quality assurance testing and user acceptance testing in various software applications. This includes learning the requirements, and subsequently testing all user scenarios for each requirement.
- Document, track, and escalate bugs, defects, and features in our tracking system; communicate to developers on how to repeat software bugs when found during testing
- Triage and troubleshoot issues with multiple development teams to drive towards issue root cause identification and resolution
- Provide guidance and training to team members on testing efforts
- Create and update QA documentation to describe program evaluation, testing, and correction
- Create and update software documentation as needed to keep customers up to date with an evolving platform
- Other duties as required by Management
- Must be willing to travel up to 30% of the time

Qualifications

- Bachelor's degree or equivalent work experience
- Ideal candidate has previous experience in an instructional capacity and in a quality assurance/software testing role
- Exceptional communication skills and the ability work well with people at all levels
- Strong Organizational, planning, and documentation skills
- Able to multitask and shift focus as needed

- Ability to work on multiple projects simultaneously

Additional Interview Requirements

- Must be able to perform a short training demonstration, including any associated course documentation, at time of interview. Training in a software program is desired.

Working at Black Creek

In addition to offering competitive salary rates, we offer a generous benefit package that includes:

- 401(k) retirement plan
- Vacation/personal time program
- Paid holidays
- Health & dental insurance
- Life insurance
- Long Term Disability insurance
- Tuition reimbursement program
- Office located in Birmingham metro-area
- Work week that allows Friday afternoons off