

**FileHold Systems Inc.
Document Management Software Training and Documentation Specialist
Full Time Position, Vancouver, BC**

Introduction

FileHold System Inc. www.filehold.com manufactures and sells electronic and physical record management software, all over the world. The company is seeking a person to take over customer training and documentation responsibilities currently being carried out by FileHold Engineers.

Nearly all customer training is done using the telephone and web based tools. There is the potential that some customers may want on site or classroom training which would require travel to the customer location.

The requirement to write documentation is a natural byproduct of the training work. The employees will keep the on-line documentation current and add documentation and technical articles to both the dedicated training materials and to the company web site.

Responsibilities include:

- The preparation of documentation / training materials including: PowerPoint presentations, on line help articles and case studies.
- Direct communication with new customers on “best practices” in using FileHold to set up electronic filing and physical records management systems.
- Ongoing training of existing customers on new features that come with each new FileHold product release.
- Assist customers in the installation of minor FileHold components such as the FileHold desktop agent or configuration of Microsoft Office integration.
- To assist in product testing by identifying and reporting any problems found with the FileHold software.
- Assist with product development by proving feedback received from customers on desired product features.
- Be capable of explaining FileHold pricing practices, upgrade policies and options to customers who may be interested.
- General duties that might be expected in a small company to help process customer orders or deal with technical support.
- Supporting the sales process by contributing to FileHold written marketing materials and assisting the sales positions as needed.

Work Environment

FileHold is a small “start up” software company that brings excellent but affordable document management and record management software to the target market of mid sized companies or departments of very large organizations.

The training position is a new position at FileHold so the successful candidate will be an important contributor to this new business. The normal work day is 9:00 AM to 5:00 PM and will occur at the FileHold office. On some occasions it may be possible / desirable for the trainer to work flexible hours and perform some duties from their home.

The work will consist of familiarizing customers with the FileHold software including concepts such as: user rights, document schemas, metadata, file plans, library hierarchy, search functions, document relationships etc. FileHold will provide training on all of these topics but a person who has some fundamental understanding of library / filing / records systems will be the desired candidate.

The ideal candidate would have good computer skills and even some understanding of various Microsoft tools and components such as .NET, SQL Server and Windows Server.

FileHold does offer a benefits package; compensation is negotiable depending on the skills and perceived contribution of the employees. Performance based bonus may be provided.

Apply or Receive further information

Larry Oliver larry.oliver@filehold.com .

All resumes must be e-mailed to the above with a covering letter that indicates some effort has been made to learn about the FileHold business www.filehold.com with an indication of why the applicant would be good candidate for this position.