Teamwork makes the dream work — join our team!

Systems Trainer and Documentation Specialist
(Client Services)
Job Location: Remote

Our Story
At Citra Health Solutions, we are a team of innovators that equip our healthcare partners with the tools to stay focused on patient experience and engagement while delivering the very best in quality coordinated care, improved population health management, and increased efficiency to reduce costs and promote financial success.

Position Summary
The Systems Trainer and Documentation Specialist will plan, deliver and administer high quality training classes for client audiences on a variety of custom software solutions through live and virtual instructor-led sessions. They will also author and maintain client-facing end user documentation for print or online access. Their responsibilities include scheduling and delivering live and virtual class sessions, updating client-facing documentation, and monitoring progress on all projects and deliverables. The ideal candidate will work collaboratively with cross-disciplinary teams including account managers, information systems, end users, department managers, and senior team members.

Principle Duties and Responsibilities
- Conduct client training needs assessments to identify and adapt training curricula to meet client needs.
- Deliver live training classes to client audiences onsite or via virtual training environment (GoToMeeting). Also develop blended learning content including recorded video demonstrations.
- Work with clients to schedule and coordinate training classes.
- Administer training assessments and user evaluations and archive all training records.
Create, update and maintain client training curriculum and documentation including user manuals, quick reference guides, and online tutorials, translating system functionality into user-friendly training materials for end users.

Maintain training records in Citra University LMS platform.

Maintain technical knowledge of Citra Health Solutions software applications, including staying up-to-date on feature updates and system enhancements.

Collaborate with Client Services to identify client learning needs, plan and implement appropriate interventions, and evaluate the effectiveness of actions.

Submit and track issues and defects to resolution utilizing ticket management system.

Attend project meetings and report status of projects to departmental leadership.

Act as a liaison between client services and clients.

Perform other related duties as required or assigned.

Contacts:

- Interacts with clients and account management team regarding client issues, or directs their problems and concerns to appropriate personnel for escalation as appropriate.
- Works with team members and other departments in a professional manner to achieve company and department goals.

Minimum Job Requirements:

- Bachelor’s degree, with 3-5 years of equivalent work experience in systems training and documentation
- Knowledge and/or experience with medical billing, claims processing, physician practice management or healthcare business processes preferred
- Experience with curriculum design and development for software training preferred
- Excellent training delivery skills and customer-focused orientation
- Aptitude and curiosity for learning new systems and basic troubleshooting of system issues
- Self-directed individual, with willingness to contribute to continuous improvement of training methods/materials
- Strong analytical thinking, troubleshooting and ability to manage multiple, concurrent tasks
- Must have software/PC skills – Word, Excel, Outlook, and PowerPoint
- Strong writing skills and high degree of attention to detail
This position requires up to 30% travel to various client locations