Technical Trainer

Company: Sapio Sciences

Location: United Kingdom

Category: other-general

Company Summary:Sapio Sciences is on a mission to accelerate scientific drug discovery and high-throughput clinical and diagnostics for our clients and partners. The Sapio team consists of expert and highly collaborative scientists, software developers, and professionals passionate about providing a best-in-class lab informatics platform and industry-specific solutions.Sapio is one of the few software providers to offer a truly unified and highly configurable lab informatics platform and a broad suite of purpose-built solutions. The Sapio platform makes it easy for scientists, laboratory, and bio/informatics professionals to streamline and manage their end-to-end laboratory operations, from instrument data integration to workflow and experiment setup to sample and materials management, data management, and scientific data analysis and reporting.Sapio's products are created from one platform - the Sapio Platform - a configurable no/low-code, science-aware laboratory informatics platform powered with built-in scientific and AI tools. Sapio's three core products are Sapio LIMS (Laboratory Information Management System, Sapio ELN (Electronic Laboratory Notebook), Sapio Jarvis (Scientific Data Cloud), and Sapio ELaiN (Electronic Laboratory Artificially Intelligence Notebook).Sapio's business is optimally positioned in a high-growth market where regulators and customers are emphasizing data quality, data access, compliance, and taking advantage of the latest advancements in AI, making it easier for scientists, lab and informatics professionals to accelerate novel science.Job Summary:As our Technical Trainer , you will be responsible for providing technical assistance and support to customers regarding our products and services. The role involves troubleshooting technical issues, resolving problems, and ensuring customer

satisfaction.Essential Responsibilities:Conduct training needs analysis to identify knowledge/skill gaps and training requirementsDesign and develop innovative training curricula, materials, and activities aligned with organizational goalsDeliver highly effective classroom, virtual, and on-the-job training sessions utilizing modern adult learning principlesCreate multimedia training aids like videos, simulations, job aids, and e-learning modulesContinuously measure training effectiveness and make improvements to content and methodsProvide coaching and ongoing support to facilitate knowledge transfer and skill application on the jobCultivate a passion for learning and drive engagement in training initiativesResearch latest training trends, technologies, and best practices to optimize learning experiencesCoordinate logistics for training sessions including scheduling, materials, facilities, etc. Provide technical support to customers via various channels (phone, email, chat, etc.) to resolve application, and system-related issues.Education/Experience:Bachelor's degree in Computer Science, Information Technology, or Life Sciences, or equivalent experience. (Preferred)Several years of Life Sciences experience working within a Lab (preferably introducing new IT solutions)Several years of experience with configuring either LIMS or ELN or similar software.Excellent knowledge of instructional design principles and training developmentAbility to use training technologies like virtual classrooms, authoring tools, LMSRequired Skills & Abilities:Extensive hands-on experience with a variety of LIMS or Electronic Lab Notebook systemsStrong skills in instructional design and developing effective, engaging learning experiencesStrong skills in facilitating engaging learner centered trainingAbility to use training technologies like virtual classrooms, authoring tools, LMSExcellent communication and presentation skillsAbility to explain complex technical concepts clearly to audiences of varying skill levelsPassion for teaching and developing the technical skills of othersRemain up-to-date on latest trends, best practices, and emerging technologiesBenefits And Other Perks• Annual bonus plan• Competitive medical, dental, vision, STD, LTD, Life and AD&D insurance• PTO and paid holidays• Pension match• Commitment to further education• EAP• Free drinks and snacks• Team-building eventsSapio Sciences is an Equal Opportunity Employer. We do not discriminate on the basis of race, colour, religion, sex, sexual orientation, gender identity, national origin, age, genetic information, disability, or any other status protected by law or regulation. It is our intention that all qualified applicants be given equal opportunity and that selection decisions are based on job-related factors. We are committed to creating a diverse and inclusive workplace and encourage applications from all qualified individuals

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