Software Trainer

Job Description for Full-Time Position
Location: Remote
Pay Scale: $24.00–$27.00 per hour (based on experience)
Reports to: Training and Development Manager

Job Description Summary:

MaximEyes EHR and Practice Management Software (PMS) is looking for a software trainer for Optometrist/Ophthalmologist practices—overseeing their deployment of our software from the point of sale through Go Live. The Software Trainer is the driving force in customer satisfaction and training for our clients and their staff.

The perfect candidate will have worked in an optometry or ophthalmology practice and utilized an EHR/PMS.

What You'll Do: *Responsibilities*

- Virtually train doctors and their staff on how to effectively use MaximEyes EHR/PMS in their practice. This includes all areas of an optometry or ophthalmology office from the front desk, exam, optical, and billing.
- Assist clients in setup and customization of the software.
- Improve office workflows and suggest add-on solutions using advanced knowledge in MaximEyes features.
- Work with various departments to ensure the setup is complete for go live.
- Provide feedback to engineering and product specialists about product features and customer use.
- Participate in the review and testing of major releases and upgrades.
- Work with escalated customers for retention and satisfaction.
- Conduct webinar trainings for both internal resources and customers.
- Occasional onsite and trade show travel.

Experience You'll Need: *Qualifications*

- 1+ years of experience working in optometry and/or ophthalmology, optical, and eye care industry.
- 1+ years of experience in EHR and Practice Management Software.
- Enjoys coaching people to help them grow and learn.
- Strong customer relations, written, and verbal communication skills with an ability to interact with all levels of healthcare professionals and staff.
- Knowledge with Google Workplace (formerly Google Suite, Docs, Sheets, and Slides).
- Strong written/oral communication, interpersonal and problem-solving skills.

- Ability to work effectively, efficiently, and independently in a fast-paced environment.
- Ability to prioritize multiple projects and respond to changing priorities based on deadlines and requests.

Bonus Points: *Additional qualifications if you have them!*

- Optical sales knowledge
- Medical billing and insurance knowledge
- Ophthalmic technician or scribing experience
- Troubleshooting and technical support experience
- Project management and problem-solving

Who We Are:

First Insight Corporation was founded in 1994 by Nitin Rai, president and CEO, to build and deliver the most customizable and certified electronic health records (EHR) and practice management software for optometrists and ophthalmologists.

MaximEyes EHR and practice management software, EyeClinic Imaging ophthalmic image management, and Fast Pay Health revenue cycle management services help improve clinical decision making, enhance patient care, and empower doctors and their staff to operate an efficient and profitable eye care practice.

Our secure cloud-based solutions are shaped by customer feedback and backed by our expert staff and family of solutions that are dedicated to improving the patient-provider experience. Delivering the best support and training is our top priority at First Insight.

We are passionate about eye care and our employees. Our vision for better optometry and ophthalmology software is rooted in our history. At First Insight, you will find an environment where employees are like family.

Email Resume and Cover Letter to hrusa@first-insight.com