**IT Systems Trainer, Glasgow - Top 3 Managed Cloud Computing Company**

**Salary**
£25,000 to £35,000 DOE

**iomart**
iomart is one of the leading providers of cloud computing and managed hosting. Headquartered in Glasgow, iomart employs over 350 talented staff in offices and datacentres across the UK.   Originally founded in 1998, it is listed on the London Stock Exchange and specialises in delivering cloud consultancy, facilitation and digital transformation to ISVs, SMEs, enterprises and the UK public sector.

iomart's employees help enable any size of business and organisations to operate their online data and IT environments safely and securely. Our technical staff are experts in public, private and hybrid cloud solutions - including AWS and Microsoft Azure – as well as data centre and network engineering. iomart owns and operates a network of UK data centres connected by a high capacity private fibre network and backed by 24/7 technical support.

iomart Group plc is delighted to offer this opportunity to join one of the UK's leading managed hosting companies.

**Role Description**
Based in iomart Group's Head Office in Glasgow, the IT Systems Trainer will play a significant role in the Group's growth and long-term staff development plans. You will be influential in enabling Responsibility, Accountability, Delivery and Quality across the converging iomart Group. Your primary focus will be on the design, development and delivery of a variety of training resources for the many internal IT Systems that we utilise to support both our customers and our internal operations.

**Key Responsibilities**
- Collaborate with Directors/Managers to obtain information and to define their training objectives/deadlines in order to develop in-depth training solutions and material on all aspects of our IT systems
- Design, document and deliver training and coaching:
    - on all internal iomart systems
    - on internal process and work flows
    - induction programmes
- Maintain and update training programmes, courses and material in collaboration with other SMEs
- Utilise a variety of training delivery media and methodologies to achieve positive outcomes
- Advise managers and staff on use of available online & eLearning resources e.g. Vendor Portals
- Collaborate with internal SMEs to develop training material and resources
- Collaborate with internal SMEs to create training systems as appropriate
- Administrate iomart training systems
- Maintain training records
- Stand in or represent Line Manager as required
- Support colleagues who are using eLearning and external training courses as required
- Create team/role/individual training plans/personal development plans in conjunction with Managers and Team Leaders
- Assist roll out of ISO / Data Assurance processes

**Skills/Experience**

- Minimum of 5 years of technical experience in an IT background
- At least 2 years of relevant training design and delivery experience
- Good working knowledge and understanding of general Desktop and Server OS, networking, databases, hosting, applications and web based systems
- Possess a recognised training qualification or have demonstrable training experience
- Natural communicator
- Task oriented and organized approach to work
- Able to work in changing and ambiguous environment and create order, plan and execute on that
- Enthusiastic and influential at all levels by being able to relate to different people
- Vendor Certifications such as Microsoft, DellEMC, Cisco, CompTIA, willing to pursue more qualifications
- Excellent MS Office skills
- Ability to influence, persuade at all levels
- Administration of LMS platform would be advantageous

**What do we offer in return?**

- We'll shout you to lunch once a month
- ½ Day off on your Birthday
- Breakfast on us every day, including a hot roll on Fridays
- Free on-site car parking
- Long service benefits
- Snacks, drinks and fruit all day, everyday
- Pension
- Share save and childcare voucher schemes
- Supported training and access to an online training portal 24/7

**Training & Development**

As you can gather, we have a relaxed and friendly working environment but don't be fooled; you will be working with some of the country's best talent and greatest technical experts. We want our people to thrive, prosper and to leave work every day feeling valued and that they have made a difference. Talented, motivated and creative people lie at the heart of our success so we invest heavily in our people and their professional and personal development through technical certification, our online training portal and our Management and Leadership Development Programme.