**Job Title:** **Aerotrac Support & Training - Trainer & Support Specialist (AS&T-TS)**

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| Role Purpose (position scope) |
| Draken Europe manages its fleet engineering through the Aerotrac ERP system. As part of the Aerotrac Support & Training Team, the Training & Support Specialist plays a key role in delivering high-quality training across the company. This includes developing and maintaining technical training modules, ensuring training standards, and aligning system use with evolving company processes.  The role focuses on delivering a comprehensive training program and providing support covering core business areas such as Engineering, Logistics, Procurement, and Finance. It requires ongoing development of the training framework and immediate delivery of sessions across UK and international sites. |

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| Line Manager | Dotted Line | Direct Reports | Dotted Line |
| Aerotrac Support & Training Lead | None | None | Aerotrac Support & Training – Data Controllers |

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| Key Responsibilities |
| * Broad understanding of UK CAA and EASA Aviation Regulatory framework and how the aviation ERP system interface with them * Continue to develop a training program for an ERP process using the system of choice. * Deliver a training program in location. Primarily you will be based in Bournemouth, but you will also be expected to travel to various locations around the world. * Working within the CAMO you will also be involved in areas outside of Aerotrac when time allows. * Develop an intricate knowledge of the ERP system and become an expert in its use. * To work closely with the Change Lead Group who will support the ongoing improvements and developments to the company wide use of Aerotrac. * Develop a reporting and issue capturing system on Lessons learned through training delivery based on real time issues faced by the users. * Provide an initial support PoC for Aerotrac Issues raised by the company ‘end user’. * Conduct investigation(s) into any Aerotrac reported problems experienced across the company. * Function as a Primary Point of Contact (One of three within Draken) to the software developer with the authorisation to raise Technical Support requests, where no internal resolution can be achieved. * Actively participate in the monthly Aerotrac Developer (Tracware) monthly meeting. * Deputise for the Aerotrac Support Lead in periods of absence, controlling all aspects of the team requirements. |

| Skill | You should be able to: |
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| Development of the training program | * Work closely with key members in the company to lead on the development of a bespoke / follow up / refresher training program. * Provide advice and technical support to embed their use. * Continuously improve effectiveness of processes in areas of need. |
| Delivery of training | * Run a schedule of training events. * Deliver a difficult topic in a creative and engaging way to achieve the best results. Teaching to a variety of capabilities and knowledge bases. * Develop a test environment that can confirm the key points have been delivered. * Evaluates the effectiveness of training and implements continuous improvement methods. * Deliver follow-up/refresher training requirements as identified by the development of the training programme. |
| Change Control and Configuration | * Respond promptly to critical events and requests for change, assessing potential impact on the program and adapting as needed. * Ensure the application of a change control process in consultation with the Aerotrac change lead group. * Use version control and controlled distribution of documents. |
| Planning and Organisation | * Schedule a training program to deliver training in a time sensitive environment in multiple locations. * Support resources and people management. * Support business functions to use and interpret reports and management information. * Adjust priorities, timelines and approach when appropriate to make best use of time. |
| Communication and knowledge sharing | * Be willing and able to share information, good practice and expertise with others. * Present sound and well-reasoned arguments to convince others using a variety of methods including PowerPoint. * Work to create and sustain a team ethos and collaborative environment across the business. * Have a service delivery mindset in provision of support to the Company Aerotrac service providers. |
| Leadership and Teamwork | * Build and sustain positive relationships with team members and customers. * Respect and value others and be sensitive to their differing needs and values * Play a full part in the team and help to achieve team goals * Take the lead when appropriate * Be responsive to changes in customer needs and expectations. |
| Minimum Qualifications | * Train the Trainer qualification (minimum) * A knowledge of ERPs and Engineering practices (minimum) * A knowledge of Aerotrac would be preferred but not essential. |

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| Key Measures |
| * Development of a bespoke and effective training program for Aerotrac * Delivery of a training program across multiple sites both in the UK and Overseas. * An ability to react to a changing environment and willingness to cross into other areas to provide technical support. * Grow a knowledge of the subject and become a point of expertise for the company, providing troubleshooting and fault finding as a companywide asset. * There is scope to Work from Home for some of the role, but Training will need to be delivered on site and in person. * Become a Primary Point of Contact to the software developer for Aerotrac issues. * Always maintaining effective communication and engagement across all levels. |

Job Holder: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_