

PC Support/Training Specialist

Company: Chubb
Location: Urbandale, US-IA 50322
Req Number: 349192
Job Posting URL: https://acetalent.taleo.net/careersection/ace_external/jobdetail.ftl?job=349192&lang=en&media_id={board_instance_id}&src={pipeline_id}
Job Ad Opened: 8/11/2022
Job Ad Expires: 9/10/2022
Description: The purpose of this job is to conduct training programs for division personnel on how to use new software packages; to investigate and resolve computer software and hardware problems of users. Users include division office internal and field personnel and agents.

Essential Job Duties and Responsibilities:

- Tests all new product rates and forms before implementation.
- Develops training aids and quick reference guides for users.
- Provides on-going training support to division personnel. Updates division personnel concerning changes in computer procedures.
- Serves as division office microcomputer system administrator by maintaining division distribution lists, passwords and library of standard documents.
- Assists field staff personnel with agent training on how to use software packages and online quoting tools, by preparing training materials and/or making training presentations.
- Receives telephone calls from field staff and agents and provides assistance to resolve problems using computer software and hardware.
- Acts as the division liaison with Information Technology department to identify and resolve division problems with the computer communication network, hardware or software.
- Other job-related duties as assigned.

Skills: High school diploma or G.E.D. required. College level computer coursework preferred. • Previous experience working with word processing and other software packages.

Knowledge, Skills, and Abilities:

- Knowledge of or the ability to learn personal computers and software packages. Ability to learn about Company specific software and about new software products
- Ability to listen carefully to users describe computer problems over the phone and the ability to diagnosis problems and provide solutions.
- Knowledge of or the ability to learn Rain and Hail's products, services and systems in order to assist users. Knowledge of or the ability to learn the terminology used by the insurance industry and the company.
- Ability to effectively communicate and maintain positive business relationships with company personnel, outside resources and customers.
- Knowledge of organizational methods and ability to manage multiple tasks simultaneously.
- Ability to learn and develop skills in the use of Department equipment, including computers, software, calculators, the telephone system, etc.
- Ability to remain calm and professional during peak periods of activity.
- Ability to work from oral and written communications.
- Ability to travel away from home on a limited basis.
- Ability to maintain confidentiality related to all duties and responsibilities, including marketing information, product knowledge, pricing, processes and systems.

Benefits: Not Specified
Onet Code: Business and Financial Operations
Classification: PERMANENT
Time requirements: FULLTIME
Compensation: Not Specified
Salary Range: Not Specified - Not Specified
Travel: 0.00 %
Telecommute: Not Specified
Education: HIGH SCHOOL