

# JOIN OUR TEAM!

Cognition+

www.gocognition.com

## Insurance Software Application Trainer

### About Cognition+

Cognition+ is a team of talented and dedicated people on a mission to deliver transformative digital solutions to insurance companies of all sizes. In addition to a fully customizable Enterprise Insurance Management Platform, Cognition+ offers on-demand support, connectivity, cybersecurity, and development services. Founded in 1993, we have gained a deep understanding of our client's business needs and challenges and have invested in R&D to build the next-generation of insurance technology solutions.

With a focus on teamwork, commitment, and trust, we know it takes people with diverse perspectives, ideas, and cultures to make a company succeed. We believe that hiring the best talent will lead to the creation of better products and services to keep our clients on the leading edge. If you are looking for a challenging opportunity for your work to make a lasting impact and your career to grow then we want to meet YOU!

### Why Choose Cognition+

- Competitive compensation package including benefits, group RRSP and incentive plan;
- Flexible work hours that offer work/life balance;
- Opportunity to learn, grow and innovate;
- Friendly and supportive team environment; and,
- Opportunity to provide your input into making this organization successful.



### The Role

As an Insurance Software Application Trainer, you will play a crucial role in ensuring our insurance clients successfully adopt our innovative software solutions. You will design, develop, and deliver comprehensive training documentation and programs that empower users to maximize the value of our fully customizable Enterprise Insurance Management Platform. The ideal candidate for this role has experience in the insurance industry with a passion for technology.

This position can be performed from our office in London Ontario or remotely within Canada with travel to customer sites expected. Remote-based employees may occasionally be asked to travel to our office for meetings or team-building events.

### Role Responsibilities

- Design and deliver engaging and interactive training sessions to clients and internal staff, including online and in-person delivery methods
  - Provide clear and concise explanations of complex software features and functionalities
  - Guide users through practical exercises and scenarios to reinforce learning and build confidence
- Create effective training materials, such as user guides, reference sheets and e-learning content
- Keep up to date with the latest developments and updates in Cognition+ software, ensuring that training programs reflect current features and best practices

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- Modify training materials as required based on software updates
- Develop and publish release notes and highlight videos in conjunction with software releases
- Update and maintain the Cognition+ online Help site
- Collaborate with clients and internal teams (e.g. implementation team) to understand specific training needs and customize programs accordingly to meet business and learning needs
- Monitor and assess the effectiveness of training programs through client and internal feedback and assessments, and make modifications as required
- Build strong working relationships with clients and internal team members
- Collaborate with internal teams to assess and enhance the product based on client feedback
- Partner with internal teams to assist with client audits and ensure the correct utilization of the software
- Stay up to date with industry trends and tools to enhance training effectiveness
- Perform other job-related duties as assigned

## Required Qualifications & Skills

- Experience in the Property & Casualty (P&C) insurance industry and/or CIP certified
- Proven experience in software training and/or technical support
- Strong understanding of adult learning principles and instructional design methodologies
- Demonstrated experience preparing various training resources
- Excellent customer service, communication and presentation skills, both verbal and written
- Ability to gain in-depth knowledge of software products, stay up to date on software updates and learn new technologies quickly
- Ability to work collaboratively in a team environment to meet team and client needs
- Effective time management skills
- Proven attention to detail, ability to work independently, and take initiative and ownership
- Proficient in using various training tools, including Camtasia, RoboHelp, Microsoft 365, and other media production tools
- Ability to adapt training materials and presentations to different audiences and learning styles
- Prior related experience in curriculum development, gap-analysis
- Strong conceptual understanding of computer technology as it relates to business applications and to the insurance industry
- A certification in training, learning and development and/or adult education
- Experience with the IBS or Cognition+ Platform

## Nice To Have

- Bachelor's Degree or College Diploma in Education, Instructional Design, or a related field
- F/CIP designation or working towards F/CIP designation
- Experience with learning management systems (LMS)
- Experience with Google Analytics
- Proficient in using communication/collaboration tools such as JIRA, Confluence, Zoom
- Knowledge of accounting, underwriting and claims within the P&C mutual insurance industry

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Cognition+™

[www.gocognition.com](http://www.gocognition.com)

## APPLY NOW

Interested candidates are encouraged to apply online at  
[www.gocognition.com/join-us/](http://www.gocognition.com/join-us/)

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### Equal Employment Opportunities

Cognition+ is committed to employment equity and welcomes diversity. We encourage applications from qualified individuals from all backgrounds.

Cognition+ provides accommodations to applicants with disabilities throughout the hiring process. If you require accommodation, please contact Human Resources at [hr@gocognition.com](mailto:hr@gocognition.com) or call 519-432- 8553 ext. 362.

We thank all applicants for their interest in this position; however, only qualified candidates will be contacted for the next steps in the process.

