

Sr. Helpdesk Trainer

Alabang



SAIGE
SOLUTIONS

BASIC JOB INFORMATION

Location	Alabang (onsite)
Work Experience	At least 2 years relevant experience
Job Type	Full Time
Salary Package	Php 45,000 – 65,000

Responsibilities:

- Create training materials, such as handouts, manuals, quizzes, and presentations.
- Develop assessment activities to measure learning outcomes, including scenarios and simulations.
- Conduct training sessions for new hires, refreshers, and upskilling.
- Write process flows for SOPs, process updates, and customer journey maps.
- Regularly update and manage the client knowledge base with approved Knowledge Base Articles.
- Coordinate with client stakeholders and the quality team to ensure process updates and alignment.
- Organize a library of reusable assets, including images, video, and templates, for content maintenance.

Requirements:

- at least 2 years experience in training / learning & development supporting Help Desk Management
- at least 1 year experience in developing content related to training
- L2 Helpdesk Management/Support experience, an advantage
- working knowledge of Amazon Work Station (AWS), Virtual Desktop Infrastructure (VDI), and Helpdesk processes
- amenable to work onsite in Alabang
- can start ASAP

Email your updated resume to careers@saigecorp.com.