

TRAINING MANAGER

Toulouse, France or Ghent, Belgium, full time

Delair-Tech

Delair-Tech is the world leader in professional UAVs and data solutions for Industries, Ag, Geospatial and Security. Its solutions revolutionize the way industries work with aerial digital data.

So far, with customers in more than 80 countries, Delair-Tech's growth and expansion has been phenomenal.

By joining Delair-Tech, you will do much more than just participate in the development of worldwide industrial drone solutions. You'll help many industrial companies make strategic decisions based on reliable & cost-efficient data.

Imagine a job you can enjoy while having an impact on a brand-new market. You can make a difference every single day as you develop and implement your ideas as part of a brilliant, cutting edge company!

It is in technical excellence and perpetual innovation process that we recognize ourselves.

This is why we encourage innovative ideas and incent our teams to develop their creativity.

As a young, energetic and highly motivated team, we work in a stimulating and pleasant working environment. Dedication and innovation are rewarding and rewarded, giving you a unique opportunity to gain valuable and challenging experience in a rapidly growing business with passionate and easy-going enthusiastic people.

Job description

Specialized in building & delivering training courses as well as facing customers, you will join Delair-Tech to train Delair Tech UAVs end-users to give them the confidence to operate their systems in a safe and efficient way. You will also participate to data acquisition missions and to operational pre-sales activities such as demo to prospects.

Your missions

- Organize & conduct training sessions for customers as needed for any each of Delair Tech products;
- Manage the operational components of course registration and tracking and follow the corresponding KPIs;
- Ensure existing training programs remain current, relevant, vibrant and entertaining for continuous trainee engagement; in particular, adapt training programs to product lines: Simplified as much as possible for professional product line (UX products) vs complete training program for expert product line (Delair tech products); and include within each of them a complete test to validate the operational skills of each trainee;
- Contribute to Delair-Tech Academy which includes all processes and materials required to train and certify DT customers & distributors... on all Delair-Tech Products with procedure ensuring that quality standards are met;
- Participate to the creation & the organization of training programs for new products;
- Be a part of cross-functional teams to help roll out new product features and improve the overall customer experience;
- Conduct operational missions;

- Participate to operational pre-sales activities such as demo;
- Arrange and conduct distributor's technical training to educate, motivate and engage distributor's sales and technical teams;
- Communicate customer feedbacks and sync up with the Delair-Tech sales team to be efficient in our customer relationship;
- Regular reporting of the Training & Operational pre-sales activity.

The Profile

We are looking for someone having demonstrated a successful management of training courses with concrete achievements ideally in certifying hundreds of customers to fly UAVs safely and process data efficiently.

Strong technical skills or ability to quickly learn technical concepts will be required to ensure that new training programs will be relevant and efficient.

Since the job involves intercultural relationships, we will take into account international professional experiences.

Your capacity to motivate and teach new skills to trainees is also a strong need for this position.

ATTRIBUTES

- **Dynamic:** You're energetic, highly motivated and able to work in a demanding environment
- **Master training pedagogy**
- **Autonomous:** You're a team player, know how to manage a team and are also able to work individually on your own projects
- **Empathic person:** Capable to understand the distributors and client's needs, inspire them confidence & gain their trust
- **Result-driven:** Capable to articulate goals and established timelines
- **Creative and reactive:** Capable to solve problems and possess an appropriate sense of urgency
- **Technology oriented:** Enjoy repairing and upgrading operational systems (electronic, mechanic) / Interest in the innovation, technical environment and drone industry or remote data acquisition (aerial, satellite, others)

QUALIFICATION AND SKILLS

- **Education Level:** Ideally post graduate with an Education Science/Training/Communication or Psychology degree
- **Certified:** you own the pilot certificate to fly different UAV scenario
- **5 years' minimum experience** in performing Training courses.
- **Knowledgeable** on the aeronautical environment
- **Languages:** English: Fluent / Other languages (i.e. Spanish for exemple) will be appreciated
- **Business trips:** you are able to travel at least 50% of the time

