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Technical Instructor

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📍 Palo Alto, California

About Workato

Workato transforms technology complexity into business opportunity. As the leader in enterprise orchestration, Workato helps businesses globally streamline operations by connecting data, processes, applications, and experiences. Its AI-powered platform enables teams to navigate complex workflows in real-time, driving efficiency and agility.

Trusted by a community of 400,000 global customers, Workato empowers organizations of every size to unlock new value and lead in today's fast-changing world. Learn how Workato helps businesses of all sizes achieve more at [workato.com](https://www.workato.com).

Why join us?

Ultimately, Workato believes in fostering a **flexible, trust-oriented culture that empowers everyone to take full ownership of their roles**. We are driven by **innovation** and looking for **team players** who want to actively build our company.

But, we also believe in **balancing productivity with self-care**. That's why we offer our employees a vibrant and dynamic work environment [along with a multitude of benefits](#).

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benefits they can enjoy inside and outside of their work lives.

If this sounds right up your alley, please submit an application. We look forward to getting to know you!

Also, feel free to check out why:

- [Business Insider](#) named us an “enterprise startup to bet your career on”
- [Forbes' Cloud 100](#) recognized us as one of the top 100 private cloud companies in the world
- [Deloitte Tech Fast 500](#) ranked us as the 17th fastest growing tech company in the Bay Area, and 96th in North America
- [Quartz](#) ranked us the #1 best company for remote workers

Responsibilities

We are looking for an exceptional **Technical Instructor/Trainer, iPaaS** to join the Education and Training team. In this role, you will work closely with cross-functional teams to deliver high-impact instructor-led training—both virtually and in-person—for customers, partners, and internal teams. You will help people gain the skills and confidence to succeed with our platform by delivering engaging learning experiences.

This role requires a solid understanding of integration technologies, strong communication skills, and a passion for teaching and empowering others. Hands-on experience with iPaaS or AI solutions and a background in technical training or enablement is highly desirable.

You will also be responsible to:

- **Education Program Development**
 - Contribute to the design and development of training materials such as presentations, hands-on labs, and supporting documentation.
 - Deliver engaging training modules via Workato Academy, covering platform setup, configuration, integration, and troubleshooting.
 - Collaborate with instructional designers and subject matter experts to ensure training content is clear, accurate, and aligned to program goals.

- **Training Delivery**

- Lead in-person and virtual training sessions for customers, partners, and internal teams.
- Provide live demonstrations, guided labs, and practical exercises to reinforce learning.
- Adjust delivery methods to support different learning styles and technical backgrounds.

- **Certification & Assessment**

- Assist in the development and delivery of certification exams and assessments.
- Support the maintenance and updating of certification content to reflect product changes and new features.

- **Technical Support During Training**

- Provide guidance and assistance to training participants during sessions.
- Help troubleshoot and resolve technical issues related to the Workato platform in the context of training.

- **Continuous Improvement**

- Regularly update training materials to stay aligned with product updates and evolving best practices.
- Gather and act on feedback from participants to continuously improve training content and delivery.
- Stay current with trends in iPaaS and integration technologies to ensure training remains relevant.

Requirements

Qualifications / Experience / Technical Skills

- 3–5 years of experience in one or more of the following roles at a SaaS/iPaaS company:

- Technical instruction or training delivery
- Solutions engineering, consulting, or professional services
- Hands-on experience with iPaaS platforms such as MuleSoft, Dell Boomi, Informatica, or similar.
- Solid understanding of integration concepts, APIs, web services, and data transformation.
- Bachelor's degree in Computer Science, Information Technology, or related field (or equivalent experience).
- Demonstrated experience delivering technical training or enablement programs, ideally in SaaS or cloud integration.
- Excellent communication and presentation skills with the ability to explain technical concepts clearly.
- Problem-solving skills and comfort with troubleshooting during training.
- Ability to work independently as well as in a collaborative team environment.
- Relevant certifications in iPaaS or related technologies are a plus.

Soft Skills / Personal Characteristics

- Enthusiastic and authentic communicator with a passion for teaching.
- Confident in facilitating interactive sessions and answering live questions.
- Skilled at engaging learners across varying technical skill levels.
- Comfortable presenting in English to global audiences (native or strong proficiency required).

(REQ ID: 2273)



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Accepted file types: pdf, doc, docx, txt, rtf

Cover Letter

Attach

Dropbox

Google Drive

Enter manually

Accepted file types: pdf, doc, docx, txt, rtf

LinkedIn Profile ***Are you authorized to work in the United States for any employer? ***

Select... ▾

Will you now or in the future require visa sponsorship? *

Select... ▾

What is your expected compensation? ***Why do you think you will be successful in this role? ***

U.S. Standard Demographic Questions

We invite applicants to share their demographic background. If you choose to complete this survey, your responses may be used to identify areas of improvement in our hiring process.

How would you describe your gender identity? (mark all that apply)

Select... ▾

How would you describe your racial/ethnic background? (mark all that apply)

Select... ▾

How would you describe your sexual orientation? (mark all that apply)

Select... ▾

Do you identify as transgender?

Select... ▾

Do you have a disability or chronic condition (physical, visual, auditory, cognitive, mental, emotional, or other) that substantially limits one or more of your major life activities, including mobility, communication (seeing, hearing, speaking), and learning?

Select... ▾

Are you a veteran or active member of the United States Armed Forces?

Select... ▾

Voluntary Self-Identification

For government reporting purposes, we ask candidates to respond to the below self-identification survey. Completion of the form is entirely voluntary. Whatever your decision, it will not be considered in the hiring process or thereafter. Any information that you do provide will be recorded and maintained in a confidential file.

As set forth in Workato's Equal Employment Opportunity policy, we do not discriminate on the basis of any protected group status under any applicable law.

Gender

Select... ▾

Are you Hispanic/Latino?

Select... ▾

Race & Ethnicity Definitions

If you believe you belong to any of the categories of protected veterans listed below, please indicate by making the appropriate selection. As a government contractor subject to the Vietnam Era Veterans Readjustment Assistance Act (VEVRAA), we request this information in order to measure the effectiveness of the outreach and positive recruitment efforts we undertake pursuant to VEVRAA. Classification of protected categories is as follows:

A "disabled veteran" is one of the following: a veteran of the U.S. military, ground, naval or air service who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary of Veterans Affairs; or a person who was discharged or released from active duty because of a service-connected disability.

A "recently separated veteran" means any veteran during the three-year period beginning on the date of such veteran's discharge or release from active duty in the U.S. military, ground, naval, or air service.

An "active duty wartime or campaign badge veteran" means a veteran who served on active duty in the U.S. military, ground, naval or air service during a war, or in a campaign or expedition for which a campaign badge has been authorized under the laws administered by the Department of Defense.

An "Armed forces service medal veteran" means a veteran who, while serving on active duty in the U.S. military, ground, naval or air service, participated in a United States military operation for which an Armed Forces service medal was awarded pursuant to Executive Order 12985.

Veteran Status

Select...



Voluntary Self-Identification of Disability

Form CC-305

OMB Control Number 1250-0005

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Expires 04/30/2026

Why are you being asked to complete this form?

We are a federal contractor or subcontractor. The law requires us to provide equal employment opportunity to qualified people with disabilities. We have a goal of having at least 7% of our workers as people with disabilities. The law says we must measure our progress towards this goal. To do this, we must ask applicants and employees if they have a disability or have ever had one. People can become disabled, so we need to ask this question at least every five years.

Completing this form is voluntary, and we hope that you will choose to do so. Your answer is confidential. No one who makes hiring decisions will see it. Your decision to complete the form and your answer will not harm you in any way. If you want to learn

more about the law or this form, visit the U.S. Department of Labor's Office of Federal Contract Compliance Programs (OFCCP) website at www.dol.gov/ofccp.

How do you know if you have a disability?

A disability is a condition that substantially limits one or more of your "major life activities." If you have or have ever had such a condition, you are a person with a disability. **Disabilities include, but are not limited to:**

- Alcohol or other substance use disorder (not currently using drugs illegally)
- Autoimmune disorder, for example, lupus, fibromyalgia, rheumatoid arthritis, HIV/AIDS
- Blind or low vision
- Cancer (past or present)
- Cardiovascular or heart disease
- Celiac disease
- Cerebral palsy
- Deaf or serious difficulty hearing
- Diabetes
- Disfigurement, for example, disfigurement caused by burns, wounds, accidents, or congenital disorders
- Epilepsy or other seizure disorder
- Gastrointestinal disorders, for example, Crohn's Disease, irritable bowel syndrome
- Intellectual or developmental disability
- Mental health conditions, for example, depression, bipolar disorder, anxiety disorder, schizophrenia, PTSD
- Missing limbs or partially missing limbs
- Mobility impairment, benefiting from the use of a wheelchair, scooter, walker, leg brace(s) and/or other supports
- Nervous system condition, for example, migraine headaches, Parkinson's disease, multiple sclerosis (MS)
- Neurodivergence, for example, attention-deficit/hyperactivity disorder (ADHD), autism spectrum disorder, dyslexia, dyspraxia, other learning disabilities
- Partial or complete paralysis (any cause)
- Pulmonary or respiratory conditions, for example, tuberculosis, asthma, emphysema
- Short stature (dwarfism)
- Traumatic brain injury

Disability Status

Select...

PUBLIC BURDEN STATEMENT: According to the Paperwork Reduction Act of 1995 no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. This survey should take about 5 minutes to complete.

- By checking this box, I consent to Workato collecting, storing, and processing my responses to the demographic data surveys above.

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