

Technical Account Service Representative for Bluebeam Software

Bluebeam Software, an energetic, growing company that develops PDF software solutions, is looking for a self-motivated team player with 2-5 years of experience in a business environment -- preferably with a software/hardware technology company -- to join our tight-knit team in Pasadena, California.

Our ideal candidate would be a natural problem solver who is optimistic by nature and enjoys interacting with people from varied backgrounds.

Prior technical support experience is helpful but not required. We treat our support calls and emails as high-value conversations with our customers. Programmed, pre-written responses and scripted answers are frowned upon. We want our people to recognize that another intelligent person is on the other end of the phone or email.

We are interested in people who can think and reason clearly, who can learn technical issues quickly, and can communicate to customers with patience and empathy. We'll even talk to humanities majors (if you know your way around Windows XP, Vista, and Windows 7).

There will be days when there are an overwhelming number of calls and emails, but it will be your responsibility to prioritize and navigate effectively within the Bluebeam organization to get the answers you need. Lastly, the ideal candidate would possess the common sense and skill set necessary to navigate the challenges that face a growing business in today's economic climate.

Job responsibilities:

- Serve as front line contact for customers by answering technical support telephone calls and emails.
- Assist customers with software installations and uninstallation problems.
- Answer questions and troubleshoot issues related to use of the Bluebeam software applications.
- Answer customer questions about software products.
- Act as an advocate for the customer and effectively communicate feedback to and from our Engineering team in a very clear and concise method.
- Assist internal groups with technical issues and inquiries.
- Assist in verifying reported software bugs and log them into our bug tracking database.
- Assist in creating support documentation to be used internally as well as for customers.
- Provide suggestions and feedback to the rest of the Bluebeam team.

Requirements:

- Exhibit a positive and proactive nature to follow through on helping customers get the answers they need.
- Must be well organized, detail oriented, and able to prioritize numerous tasks.
- Must have excellent communication skills both written and verbal (*samples requested*).
- Must have great interpersonal and customer service skills.
- Must have a sense of humor (*examples requested*).
- Must be able to work independently as well as within a team environment.
- Must be able to meet deadlines.
- Must be a self-starter and be comfortable with ambiguity.
- Must demonstrate emotional maturity and sound judgment.
- Must have a helpful personality and like to solve customer problems.
- Must demonstrate a strong level of comfort learning new technology.
- Experience in a technical field (hardware/software).
- Strong computer skills including Microsoft Word, Excel, PowerPoint.
- Experience with PDF software a plus.
- Experience with Architectural, or structural programs such as AutoCAD, Revit, or SolidWorks a plus.
- Experience working within the AEC (*Architectural, Engineering, and Construction*) industry a plus.
- Solid understanding of Microsoft Windows operating systems (*Windows XP, Vista and Windows 7*) i.e. installing and uninstalling programs, registry settings, and the Windows general environment.
- College degree required.

How to Apply:

If you think you are a good match for the Bluebeam team, please send your cover letter and resume to workeng@bluebeam.com.

About Bluebeam:

Bluebeam Software develops smart, simple PDF creation, markup and editing software for paperless workflows. Our award-winning products are used by the world's top architecture, engineering and construction firms, as well as government agencies. We also have a strong following among tablet PC users, students and educators, accountants and even lawyers. Our company is an open, creative environment in which we work hard and have a great time in the process. If you have a strong work ethic and undying desire to make things your own, then Bluebeam just might be the right place for you, too. Learn more about us at www.bluebeam.com.

To learn more about what it is like to work at Bluebeam, watch our recruitment video: http://www.bluebeam.com/web07/us/company/bluebeam_recruitment.html?keepThis=true&TB_iframe=true&height=530&width=848