

Technical Specialist / Trainer

Bluebeam is looking for a candidate with the right technical know-how and outgoing personality to join our team as a Technical Specialist/Trainer. This team member will assist the Account Services team with all technical aspects of Bluebeam software demonstrations and pre/post-sales technical support. Most of the support will take place in our Pasadena, CA office, but there will also be travel to customer sites, tradeshow, etc.

Responsibilities

- Field technical questions from potential and current customers while serving as the primary technical interface for the Account Services (sales) team.
- Execute client interactions professionally to ensure a positive impression of Bluebeam. This includes communication via phone, email, web and in-person.
- Work with Account Services to provide training services to customers.
 - Work directly with Account Services and Marketing to create original content targeted to educate users. (PDF and video tutorials among other collateral)
 - Host web-based and in-person one-on-one and classroom style training sessions.
 - Create training quotes/proposals and track all associate costs
- Demonstrate Bluebeam software solutions at trade shows, during customer visits, etc.
- Make recommendations for deploying and integrating Bluebeam software in a customer's organization.
- In a post-sales role, integrate Bluebeam applications into customer environments. This will include integrating server class software applications into customer environments.
- Interact with members of the development team to resolve technical customer issues, including those encountered during implementation.
- Communicate user feedback for product enhancements to the development team.

Requirements

- Possess the **professionalism, charisma** and **technical knowledge** to help convert large potential customers into Bluebeam enthusiasts.
- Minimum of **5 years experience** in the AEC industry or as a technical reseller or trainer.
- Bachelor's degree required. (Degree in a technical field is preferred.)
- Knowledge of AutoCAD or other CAD related applications, specifically in the AEC industry.
- Solid understanding of Microsoft Windows Operating Systems (Windows NT, 2000, XP) with emphasis on installing and uninstalling programs, registry settings, and the general Windows environment.
- Excellent problem-solving skills and ability to troubleshoot customer and software problems.
- Exhibit a positive and proactive nature to follow through on helping customers get the answers they need.
- Professional communication skills.
 - Excellent written and verbal communication skills
 - Ability to maintain professionalism while relating to customers in an approachable manner
- Excellent organizational skills.
 - Ability to manage multiple accounts at once, prepare training proposals and track associated costs.
 - Effectively manage a customer roster, upwards of 100 clients.
- Willingness to travel 25% of the time or more.

Ideal candidates will have

- Direct experience working in the AEC industry either as a CAD user, manager, trainer or other related position.
 - Extensive experience with design engineering, project management on large scale projects, cost tracking and software training.
- Firsthand knowledge of Construction industry from Project Management to Engineering.
- Prior employment as an Autodesk or CAD reseller or Application Engineer.
- Experience using Bluebeam for Design Review, PDF Creation, Punch and other construction related tasks.
- Experience with AutoCAD, Revit, SharePoint, and ProjectWise.

Think you're a good match?

Candidates that meet all the requirements can send a resume and cover letter to work@bluebeam.com. In your email, describe a situation where you have had to troubleshoot a technical problem for someone other than yourself. Briefly describe the situation, your problem-solving approach, and the final resolution. (Please limit answers to 1-3 paragraphs)