

Technical Support Specialist for Bluebeam Software

Bluebeam Software, an energetic, growing company that develops PDF software solutions, is looking for an extremely self-motivated team player with a minimum of five years experience in a business environment -- preferably with a software/hardware technology company -- to join our new satellite office in Manchester, New Hampshire.

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

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 customers 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 who can communicate to customers with patience and empathy.

There will be days when there are an overwhelming number of calls and emails and it will be your responsibility to prioritize and navigate effectively within the Bluebeam organization to get the answers you need.

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.
- 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.
- Work on projects as assigned.
- Support testing efforts prior to new releases.
- Provide suggestions and feedback to the rest of the Bluebeam team.

Requirements:

- Must 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.
- 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.
- Must be generally flexible in order to successfully complete the job responsibilities in a timely manner.
- Must be available to travel to Bluebeam's headquarters in Pasadena, CA approximately 8 times a year for training and team building.
- Must be able to participate in evening meetings at our headquarters (via phone from home or office) approximately once a week.
- Must have strong computer skills including Microsoft Word, Excel, PowerPoint.
- Experience in a technical field (hardware/software) a strong plus.
- Experience with PDF software a plus.
- Experience with architectural or structural programs such as AutoCAD, Revit, Navisworks, Tekla or SolidWorks a plus.
- Experience working within the AEC (*Architectural, Engineering, and Construction*) industry a plus.
- Experience in iOS and OS X environments 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 required.
- 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/work-at-bluebeam>. Our New Hampshire office embraces the same approach and philosophy as our Pasadena headquarters. We are one company, one cohesive team!