



Technical Specialist for Bluebeam Software

Bluebeam Software Inc., an energetic growing company that develops PDF software solutions for architects, engineers and the construction (AEC) industries has an immediate opening. We are looking for a candidate with the right technical know-how and outgoing personality to join our team as a Technical Specialist.

This team member will assist the Account Services team with all technical aspects of Bluebeam software demonstrations and pre/post-sales technical support. The majority of the support will take place in our new satellite office in Manchester, New Hampshire, but there will also be travel to customer sites, tradeshows, etc.

Responsibilities include the following:

- 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 25-35% of the time.
- 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 twice a week.

Ideal candidates will also have the following:

- 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.

Bluebeam offers a competitive salary as well as an annual incentive bonus based on performance. Our excellent benefits package includes medical, dental, disability, and life insurance, 401k, and paid time off.

If you think you are good match for the Bluebeam team, please send the following to work@bluebeam.com :

- ✓ Cover Letter
- ✓ Resume
- ✓ 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.)

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.

Learn more about what it is like to work at Bluebeam by watching 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!