



TECHNICAL SUPPORT ENGINEER

Job Description

Our mission is to serve our customers and experience the fulfillment of fueling their success. At GSC, we are passionate about people. We like to inspire and educate companies on how to leverage 3D engineering technologies to advance manufacturing, drive innovation, and fuel new product development. We love to problem solve and provide solutions that will enhance our customers' design process. We partner with our customers and are a true extension of their team.

GENERAL PURPOSE

The Technical Support Engineer provides technical support to GSC's customers regarding SOLIDWORKS applications and other 3D Technologies. The Technical Support Engineer performs a variety of duties to assist customers, Applications Engineers and Sales Representatives by answering technical questions regarding company products and services. The Technical Support Engineer serves as a liaison between the customer and SOLIDWORKS or other GSC partners on issues related to software and hardware capability and performance.

MAIN DUTIES AND RESPONSIBILITIES

- Provides outstanding, real-time telephone technical support for GSC customers, including:
 - software issues with installations or upgrades
 - troubleshooting of system errors
 - specific SOLIDWORKS applications questions (mechanical design, data management)
- Meets or exceeds service level objectives (i.e., response time, trouble resolution, follow up, etc.)
- Updates and maintains current customer support database NetSuite. Documents all customer interactions
- Provides data on trends during service calls
- Contributes to the creation of whitepapers, blogs and videos for marketing and informational use
- Uses the following programs daily: NetSuite (CRM), Microsoft Teams and Outlook, SharePoint, ShareFile, GoToAssist
- Strives for continuous improvement through education, training, and certifications

DESIRED SKILLS AND ABILITIES

- Thorough understanding of computer systems
- IT skills including Windows command prompts, permissions, and registry familiarity
- Knowledge of basic computer hardware is helpful
- High-level deductive reasoning ability
- Disciplined approach to customer follow-up
- Solid problem-solving skills
- Strong organizational skills and attention to detail
- Strong telephone and interpersonal skills
- Proficient with Microsoft Office, Microsoft Teams, and online applications (GoToAssist, ShareFile, etc.)
- Familiar with CRM systems

REQUIRED QUALIFICATIONS

- One plus years' experience using 3D CAD software necessary

PREFERRED QUALIFICATIONS

- 2 or 4 year Mechanical Design or Engineering related degree, or equivalent professional experience
- SOLIDWORKS knowledge
- SOLIDWORKS PDM user experience
- Prior experience in a software help desk environment

GSC is an Equal Opportunity Employer