

## **AutoCAD Civil 3D Application Engineer Job Description**

### **AutoCAD Civil 3D Application Engineer**

Total CAD Systems, Inc. is a leading vendor of Autodesk software and is respected by Autodesk as one of the top resellers in the United States.

We are looking for an AutoCAD Civil 3D Application Engineer who will help support our customer base, both directly and indirectly.

### **Responsibilities**

- Providing customers with phone, email, and WebEx technical support for AutoCAD and AutoCAD Civil 3D.
- Teaching AutoCAD and AutoCAD Civil 3D classes.
- Providing pre-sales AutoCAD Civil 3D demonstrations for prospective customers.
- Developing technical documentation for our blog and website on an as-needed basis.

### **Requirements**

- Working knowledge of AutoCAD Civil 3D and AutoCAD from a production environment.
- Understanding of the Windows Operating System.
- The ability to be a good listener and understand the customer's question. Then be able to provide the best possible solution to them.
- Comfortable with public speaking. Training and sales presentations will be a part of your responsibilities.
- Good writing skills. Much of your work will be emailing customers and prospects.
- Good telephone mannerisms. Most of our technical support is done over the phone.
- Feel comfortable with making outbound calls. Making customer courtesy calls will be a part of your responsibilities.

### **Other Details**

Total CAD Systems offers a competitive salary and a full list of benefits, including health coverage and 401k.