

Manufacturing Solutions Division

Application Engineer Job Description

MSD 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 Inventor (MSD) 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, AutoCAD Mechanical, Inventor and Autodesk data management tools.
- Provide instructor led AutoCAD Mechanical, Inventor and Vault training.
- Provide clients with mentoring, follow-up technical support and related activities in the adoption of new technology.
- Provide pre-sales Inventor/Vault and AutoCAD Mechanical demonstrations for prospective customers.
- Developing technical documentation for our blog and website on an as-needed basis.
- Develop customer specific training and Implementation plans.
- Provide clients with onsite installation, implementation, and technical training classes.

Requirements

- Working knowledge of AutoCAD Mechanical and Inventor from an industry production environment.
- A general understanding of data management tools, and a solid working knowledge of Autodesk Vault applications.
- 3 plus years Inventor and AutoCAD Mechanical and Autodesk applications.
- Solid understanding of the Windows Operating System.
- A strong understanding of industry part, assembly configurations, and manufacturing processes
- Good to excellent listening abilities and the ability to clearly understand the customer's question, and provide a solution to the specific issue or issues.
- Good presentation and speaking skills. *(Public demonstrations and training is vital to this position.)*
- Good communicating and documentation skills. *(A large portion of your daily activities will be emailing customers and prospects.)*
- Good telephone communication abilities. *(Primary technical support is completed over the phone.)*
- Feel comfortable with making outbound calls. *(Customer courtesy calls are required for this position.)*

Other Details

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