Job Title: S3D Global support
Location: Preferred France/ Italy
Role type: Permanent

Overview

Are you a problem solver, someone who enjoys troubleshooting and resolving complex issues? Hexagon Asset Lifecycle Intelligence Division's global 3D support team are looking for a software consultant to join their team. The role offers flexibility, with limited travel required, and the option to work either from home or from one of the European PPM offices, preferably from France or Italy. In this role you will regularly interact with customers, solution development, and ownership teams to investigate problems, discuss and document design issues, and provide solutions to our end users.

Responsibilities:

- Works as part of a global team to support customers by troubleshooting and resolving technically complex support issues related to Hexagon PPM Solutions and interfaces.
- Regularly interacts with solution development and product ownership teams to investigate problems, discuss and document design issues, and provide customer feedback.
- Possesses strong interpersonal skills and effectively communicates with internal and external stakeholders.
- Exercise a sizeable degree of self-direction and decision making focused on delivering a solution to customer's workflow implementation issues.
- Accurately documents support activities and outcomes; Maintains knowledge base.
- Develops strong proficiencies in Customer Relationship Management systems.
- Maintains adherence to customer service level agreements.
- Develops technical documents, instructions, and training for internal and external purposes.
- Keeps updated on current Hexagon PPM solution portfolio through training and sprint reviews.
- May conduct customer training or work on service activities when required.

Qualifications:

- As a minimum possess strong competency in marine engineering or ship building.
- Experience in marine design using **Intergraph Smart® 3D** is an advantage but not essential, training will be given.
- Communicate via the telephone, email, online video and in person, employing excellent oral and written communication skills.
- English is required for local and global communication, an additional European language, French, or Italian, an advantage but not essential.
- Experience participating in consulting functions and services.
- Customer Service experience and ability.
- Degree qualification in Marine Engineering or related discipline or equivalent industry experience.
- Highly developed skills, knowledge and ability in the relevant technological environment.
- Fluency in the basic technologies underlying the IT industry.