

iconicBIM

5 West Mendenhall St.
Bozeman, MT 59715
702-370-4749 | <https://www.iconicbim.com/>

Posted: January 26, 2020

Location: Bozeman, Montana (open to remote)

ICONIC BIM: We service the architecture, engineering and construction industry with innovative subscription software products and services that truly improve workflows and inspire a passionate user community. ICONIC is an exciting, new startup that has seen nearly 300% growth in services bookings year-over-year and we are just getting started! As an employee, you will experience many exciting opportunities for growth.

Position: Product and Support Specialist (FULL TIME)

Description: The support & product specialist will quickly become immersed in nearly aspect of an exciting, rapidly growing software business – but will be specifically focused on the customer experience. This is an exciting opportunity for individuals that love serving people with solid technical and personal skills.

Responsibilities:

- Product release testing and the generating of test cases
- Answer, track and follow up on 1st tier customer support requests
- Schedule and conduct regular “check-in” calls with customers
- Conduct training for the onboarding and existing customers
- Work closely with the Product Manager in the following areas:
 - Sprint planning and feature prioritization
 - The defining of clear requirements along with their test cases
- Generate the systems, processes, and communications necessary to track and prioritize customer feedback both privately and publicly.
- Create and update documentation and training collateral necessary for an easy trial and onboarding experience for users.

Requirements:

- Strong communication and interpersonal skills
- Organizational skills
- Autodesk Revit experience (or a strong willingness and aptitude to learn a very technical software).
- Must have a solid technical ability with the Microsoft ecosystem of software and services including Microsoft Windows, Office365, Teams, Outlook, etc.
- Experience with the drafting, architecture, engineering, or construction industries is a plus.

Salary: Depending on experience

We offer a more-than-competitive compensation & benefits package.

Interested candidates should submit a resume to info@iconicbim.com.