**Position:** Technical Services Manager

Reports to: Director of Operations

Job Category: Technical Services

Location: US – NexGen Office or Home Office

Posted: April 1st, 2021

**Position Overview:**

If you’re a CAM software enthusiast with customer service and management savvy, we have an opportunity for you! NexGenCAM has added this opening for a Technical Services Manager to join our growing organization. Manage a top team of CAM software specialists and at the same time be part of our team as one of the first points of contact for our customers work with. You will not only manage the coordination on our technical team to keep them on task and hitting goals, but also have the opportunity to work with clients on unique challenges related to Autodesk CAM software functionality. A wide variety of opportunities, matched with a talented team with deep and diverse expertise; will require skills in negotiation, project management, packaged service offerings, and the ability to continuously improve processes. Work with operations, sales, and management to find and implement new solutions to make it easy for customers to work with NexGenCAM and automate simpler tasks.

**Responsibilities:**

* Create and drive execution of KPM’s (Key Performance Measures) for technical staff members in the areas of support, pre-sales demonstrations, training, consulting, and special projects.
* Conduct weekly one on one meetings to improve overall efficiency and coordination of our technical team.
* Lead by example in taking technical cases submitted by our customers and driving to conclusion with high customer satisfaction. Troubleshoot complex CAM, configuration, and system issues.
* Provide outstanding technical support for a wide variety of customers in various disciplines and industries.
* Participate in ongoing technical support efforts focusing on the Autodesk CAM suite of tools, while also streamlining processes and usage of management software.
* Use all means of communication (phone, email, text, screen sharing) to remotely support customers.
* Familiarize yourself with 3rd party applications and product suppliers to enrich your understanding of our products.
* Manage service documentation, tools, and assets to ensure best practices are followed with customers on consulting, programming, and automation projects.
* Guide the team, finding all necessary resources and investment, to achieve key technical department projects, objectives, and goals. Leverage software solutions to increase efficiency of the team.
* Keep calls and customer correspondence up to date and recorded in systems to accurately follow up with customers in the future.
* Document and follow up on customers to ensure they’re satisfied with their support, training, and consulting.
* Recognize market opportunities and recommend additional products and services to increase customer satisfaction.

**Requirements:**

* A knowledgeable professional with a Bachelors or Associates in CAM, or extensive CAM and CNC related experience
* A CAM enthusiast with hands on experience working with Autodesk CAM Software, who possesses a thorough understanding of CAM and CNC processes
* A team management and customer-focused individual with the skills needed to communicate clearly and confidently
* A problem-solver with the drive to come up with solutions for unique internal team needs as well as customer issues
* Software enthusiast with experience in Microsoft Office and cloud-based software, virtual communication platforms, software related tools, and company best practices
* A flexible worker with the willingness to work within active NexGenCAM support times zones

**Benefits**

**Who WE are:** NexGenCAM has offered best-in-class training and support for the leading CAM software suppliers since 2008. With a team that started on the manufacturing floor, we provide the best services to get your CNC machines performing. We are the #1 provider in our market, and have been recognized by Autodesk for these results 5 of the last 6 years. Join a fast-growing company that has been repeatedly acknowledged for their achievements and focus on customer success.

**Why you’ll love working at NexGenCAM:**

* Tight knit team that enjoys working together and produces great results
* Full benefits packages available for health
* Vacation, Paid Holidays, and Wellness Days
* 401K with a generous employer match
* Professional development opportunities to grow your skills
* Casual office attire, with the exception of customer appointments
* Company culture that encourages innovation, tenacity, and personal and professional development