

**Position:** CAM Automation Specialist

Reports to: Director of Operations  
Job Category: Technical Services  
Location: US – NexGen Office or Home Office  
Posted: January 18th, 2022

**Position Overview:**

If you have a strong background in CAM, with experience running CNC machines and knowledge of several software solutions, come join with a rapidly growing and highly successful team that has been repeatedly recognized for its achievements. NexGenCAM has a broad portfolio of market leading solutions, starting with cloud favorite Fusion all the way up to complex 5axis milling with PowerMill, automated CAM programming with FeatureCAM, and Swiss and Turn-Mill programming with PartMaker. The current team is deeply capable, and we are looking for creative and successful team members that can work together and contribute to overall expertise and lead on key projects. There is a wide variety of needs and opportunities to keep your interest, ranging from support to consulting and special projects.

**Responsibilities:**

- Customer service is the foundation of our company's success and although we segment tasks and duties below, you are expected to put customers first when issues or problems arise. To achieve success in this area, we work as a team to get the right people involved to solve problems or provide opportunities. Prompt internal and external communication is the way that we meet and exceed customers expectations with exemplary service.
- Write, edit and configure CNC machine post processors for specific customers based on machine, product, software, and user skill levels
- Scope automation and software development projects with customers, provide estimates and drive project completion on budget
- Provide post-sales implementation and consulting as needed on customer projects.
- Provide pre-sale and post-sales support to customers, leveraging the support systems and tools to be prompt, proficient and professional
- Develop and maintain technical expertise in CAM software and related applications, with continuous expansion of skills by attending classes when free time is available and taking certifications with Autodesk
- Instruct a variety of CAM courses from fundamental to advanced topics, for the solutions which you know best
- Conduct health checks virtually and in person, to deliver nurturing, problem resolution, and help customers improve their business results.
- Deliver software product demonstrations to potential customers and clients. Participate in pre-sales activities including customer calls, on-site visits, strategic planning, and health checks

- Create written and video marketing content to enhance our social presence; including best practices, support, marketing, tips & tricks, and training.
- Effectively use internal tools to communicate and keep a record of customer needs and interactions, using NexGen and Autodesk systems
- Contribute to achieve key technical department projects, objectives, and goals. Leverage software solutions to increase efficiency of the team.
- Recognize market opportunities and recommend additional products and services to increase customer satisfaction.

### **Requirements:**

- Significant experience running a CNC machine and knowledge of multiple CAM solutions. CAD skills are also helpful
- Ability to troubleshoot, edit, and write post processors is highly beneficial. Experience writing scripts and software code also desirable
- 3+ years of skill development with training, presentations, sales and customer service
- Experience with software and computing environments including but not limited to operating systems, networks and PC hardware
- Strong verbal and written communication skills (English)
- Self-starter with the ability to take initiative and accomplish tasks
- Excellent problem definition and resolution skills, with high attention to detail
- Full understanding of the manufacturing shop floor, the systems and processes involved, and how to guide customers to be more successful

### **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 6 of the last 7 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 and dental
- Vacation, Paid Holidays, and Sick 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/professional development