

Software Support Technician

Job Description – Software Support Technician

Company Background

Based in Newbury, Berkshire, CSI Ltd are a team of technical and business professionals, dedicated to providing industry-leading PLM software solutions to enterprise and small business customers around the world.

Our expertise, combined with commitment and enthusiasm for our products is reflected in the top-quality service we offer to all our customers.

For over two decades we have worked with and still provide software solutions for a number of industry leading companies, who rely on our products to help develop, manage and protect the data in their business.

With targeted growth of 25% year on year you will be part of a cutting edge, forward-thinking company who is continuing to grow and expand, aiming to be the number one data management solutions provider across this globe.

The Role

CSI are looking for a Software Support Technician to join our team supporting our leading PLM software Design Data Manager (DDM). Our team help customers in getting the most out of their investment in our software. The job is varied, from dealing with remote support requests through to onsite training and implementations.

Duties and Responsibilities

- Provide 1st line support to customers remotely via telephone, email and remote access software.
- Installation & upgrades either onsite or remotely.
- Configuration of our software to meet our customers' business requirements.
- Delivering training courses to customers either at our Newbury offices or on the customer site.
- Managing customer implementations from start to finish.
- Support our sales team with technical queries.

Requirements & Skills

- Preferably degree or HNC in Engineering/IT or relevant work experience
- Some experience using PDM, PLM or ERP or other business database application would be advantageous.
- Some experience using one of the following CAD Applications:- SolidWorks, Creo Parametric, SolidEdge, Inventor or AutoCAD would also be advantageous.
- You are analytical, self-disciplined and flexible with excellent communication and problem solving skills.

Personal Attributes

- Practical and people-oriented with a determination to succeed.
- Ability to establish effective working relationships in a team environment.
- Thrives on working in a demanding and dynamic small company



- Responsible and professional attitude with a strong ownership of your work and attention to detail.
- A drive and passion for IT and/or Engineering and new challenges.

Other Requirements

This position involves some UK travel and potentially some overseas travel.

Please email CV and covering letter to recruitment@csi-europe.com