



Positions available:

Civil Engineering Software Technician

KETIV Technologies is a veteran provider of Autodesk products and services. We're proud of the quality and depth of expertise we can offer our engineering clients. As we continue to expand, we need additional team members to help us represent and sell the kinds of products and services our clients are asking for. Full and/or part time positions are available.

Specific Tasks Anticipated

- Help to maintain classroom and civil engineering division computers with all related/current, updates, service packs, and datasets.
- Help staff with preparation for classroom training, demonstrations, and seminars.
- Continuous learning about our products and services, in order to accurately support civil engineering division personnel and clients.
- Provide technical support for AutoCAD and Civil 3D.
- Maintain high customer retention rate by having a focus on follow-through and service.
- Assist in the various activities related to KETIV's Civil Engineering division.

KETIV's Expectations for Applicant

- Knowledge of AutoCAD, Land Desktop, and/or Civil 3D very useful, but not required. KETIV will provide training on software products.
- Strong time management and organizational skills
- Working knowledge of MS Word and Excel, ability to learn and eventually use Netsuite skillfully
- Good verbal and written communication skills
- Sufficient technical skills to properly support KETIV clients
- Professional behavior and attitudes with clients and coworkers
- Willingness to represent KETIV and product line with enthusiasm and to promote with best effort
- Personal initiative in promoting KETIV services such as training, support contracts, and implementation
- Flexibility in helping with the many tasks we all share in a small company environment
- Avoid conflicts of interest (such as personal consulting which might directly compete with your KETIV tasks)
- Personal commitment to initiative, integrity, company goals of customer service and technical expertise

For more information about KETIV, see www.ketivtech.com

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