

Technical Support Engineer - CAD

About company:

We are a dynamic company defined by creativity and pursuit of excellence. We put people in touch with technology and bring innovative solutions to challenges raised by the industry. We are specialized in development and implementation of technology for flexible materials processing, with a strong focus on computer aided design and cutting room processes.

We build our business on a strong foundation based on two pillars: our team which incorporates decades of experience in cross-linked fields of expertise, and our collection of proprietary, in-house developed algorithms and know-how resources.

Gemini CAD Systems provides leading edge integrated solutions (software and hardware) dedicated to the garment, technical textile and leather industry. Gemini advanced technologies automate operations in the production process starting from product design and finishing with cutting the materials, for more than 6000 customers all over the world, providing them reliable technical support throughout all stages.

Project and Location: CAD / Copou

Experience: +2 years

Positions: 1

What you will do:

- Serves as the first point of contact for Gemini CAD applications users seeking technical assistance over the mail or phone;
- Takes ownership of the incidents reported by the Gemini CAD users and researches them reported;
- Performs remote troubleshooting using diagnostic technics and pertinent questions regarding the use of the Gemini CAD applications and identifies the best fitted solution or workaround for the incident reported by the Gemini CAD applications users;
- Provides training regarding the use of the Gemini CAD Systems applications;
- Records the most significant events and the troubleshoot solutions into documentations;
- Follows up the customer satisfaction and the usage of the Gemini CAD Systems applications;

Job requirements:

- Technical university, in special we target Faculty of Textile, Leather and Industrial Management alumni;
- At least 2 years of experience into the garment/ leather production area, working into the cutting room or as a pattern designer;
- Good knowledge of a CAD type of application;
- Excellent communication skills;
- Cool tempered and customer oriented skills;
- Fluent in English and it is a plus another foreign language.

Nice to have:

- Having a driving license represents an advantage.

Work environment:

- The activity is conducted partly in the Gemini office, partly in customers'/distributors' locations (approx. 30% of time out of the office, in the country or abroad);
- All activities are developed in teams comprised of people from the Software Development Department and Software Support and Hardware Department.

Benefits:

- Be part of a team with identity ;
- Be part and development a local & Romanian product;
- Flexible system of working;
- Fresh fruits, excellent coffee and tea;
- Weekly internal events - Start-up coffee and Friday slow down and two team buildings on year;
- Medical Insurance at Arcadia - Business Package;
- Private parking place;
- Indoor swimming pool located in the office building.

Others:

- Location: Iasi, Romania;
- Type of contract: full time and permanent.

If you are interested, please apply at hr@geminiCAD.com