

Technical Support Representative

AEC Solutions (Builterra) Builterra is growing and we are now accepting applications for the role of a Technical Support Team Member to join our Support and Implementation Team. If you're a graduated Technologist or have practical experience in construction with a desire to enter the software side of the business where you'll be instrumental in taking Builterra to the next level in contract administration, we should talk.

You'll be based in our Oshawa location and be responsible for providing technical support, product design and implementation guidelines for client on-boarding to ensure success using Builterra.

Key Responsibilities

- Provide Technical Support via email, phone and web
- Provide domain expertise for any Contract Administration workflows for product development and implementation team review and strategy
- Provide Pre-sales Demonstrations e.g. sales meetings, technical presentations and events
- Post-sales Implementation Project Management. Managing the implementation process from start to finish.
- Assist with support video and documentation for both sales and implementation support
- Participation on social media channels with technical posts and customer reviews

Qualifications

- Post Secondary in a Technology Program (Civil, Structural, Geotechnical) is an Asset;
- Experience dealing with People in a Support Role;
- ability to communicate effectively both orally and in writing;
- ability to organize, prioritize and schedule work;
- ability to analyze and solve problems;
- demonstrated leadership abilities;
- Valid Ontario driver's license with an acceptable driving record.

Domain Experience is an Asset but Not Required

- Any Technical experience in Design and Construction for infrastructure (complex highway, municipal local road, sewer, water, subdivision or site plan) construction contracts;
- Proven past responsibility for:
 - Maintain detailed daily diaries of contractor's work, direction provided, payment and issue management;
 - Familiar with change orders, claims and work directives for all work that is not covered in the contract documentation;
 - Identification, documentation and assessment for rating of deficiencies (deviations from Contractor's Quality Control Process and or OPSS standards) in the contractor's work;
 - Experience with Surveying and use of Data Collection software and hardware (e.g. Trimble, Topcon)
- Bid Preparation and Addendums prior to close
- CAD Takeoffs and Cost Estimating for design

Why Builterra?

If you're a technologist just graduated or looking for change, challenge and an opportunity to have a real impact, Builterra could be your new home. We believe in rewarding high performing team members with flexibility and a competitive salary. If you're a driven CA who enjoys building and nurturing relationships, has a passion for training and working from our Oshawa office sounds appealing, we'd love to meet you.

Builterra is an equal opportunity employer