



Position: Sales & Support Engineer – AEC Software

This is an excellent broad scope opportunity with a small, growing software company to support sales, customer usage and implementations of Trelligence Affinity™ software – a unique and innovative early design solution for architectural programming and schematic design.

Our customers are architecture, facility planning and design/build firms. Our software helps these firms plan and design buildings that meet their clients' needs and objectives. Affinity works with CAD and BIM (Building Information Modeling) solutions (Autodesk Revit and Graphisoft ArchiCAD), extending the benefits of BIM into early design.

Job Responsibilities

- Pre-Sales:
 - Provide support to the sales team to close sales opportunities, to include software demo preparation, Affinity template configuration, demonstration data creation, compilation of relevant technical and software deployment / implementation information, website content
 - Address application and technical questions from resellers and prospects during the sales cycle
 - Deliver presentations and Affinity software demonstrations to prospective customers
- Post-Sales Consulting:
 - Deliver technical user Affinity training and implementation documentation, advice and guidance
 - Develop templates, style sheets, reports, questionnaires in Affinity as billable consulting deliverables
 - Assist in developing sales and customer tools for inclusion on the customer and partner portals
- Customer / Technical Support:
 - Provide email/telephone-based technical support to customers, starting with Level 1 and Level 2 support
 - Gather information, troubleshoot, analyze, debug and resolve customer software issues
 - Perform software testing, QA
 - Write / update software documentation – end-user and technical

Job Requirements

- B.A. degree
- Web-centric technical skills:
 - Proficiency in a scripting language (esp. Java Script).
 - Familiarity with CSS (Cascading Style Sheets), HTML, XML, Adobe Flash development
 - Desirable: Database (e.g. SQL Server)
- Experience with business software sales support, customer support, or consulting services
- Strong communication, presentation and interpersonal skills
- Must be enthusiastic, energetic self-starter and be able to work independently
- Knowledge of CAD/BIM solutions (especially Revit or ArchiCAD) is an advantage
- PC and Microsoft Office software proficiency

Additional Job Details

- Travel: Occasional
- Location: Houston, Texas 77027

About Trelligence (www.trelligence.com)

Founded in 2003 by Larry Ciskon, veteran software pioneer, and a seasoned team of software engineers and business professionals, Trelligence is uniquely positioned as a provider of commercial software for the architectural programming process. Affinity gives the entire AECO team a platform for communicating the requirements for a building project and provides a way to evaluate requirements, deliver estimates and make critical design decisions early – before key resource, budget and time commitments are made.

Send resumes to: hr@trelligence.com