

JOB PROFILE:

JOB TITLE / CODE	Application Support Engineer / 41132
JOB DESCRIPTION	Interfaces with mid-level customers, engineers, and managers to develop or enhance complex computer-aided engineering design or manufacturing processes. Uses computer-aided systems to assist and instruct lead customer engineers on large scale, complex design and tooling tasks involving multiple design environments. Cogently communicates software problems to product development. Assists other engineers in the design, development, and implementation of large scale, complex graphical application programs on multiple software products and hardware platforms. Provides business and technical feedback to software and hardware vendors. Provides technical guidance to lead customer engineers in the application of complex design techniques and system procedures related to computer-aided engineering software. Responsible for in-depth technical papers and presentations to customer management. Guides junior engineers. Works with minimal supervision on complex projects with wide latitude for independent judgment. Well skilled with broad proficiency.

CANDIDATE PROFILE:

QUALIFICATIONS/TRAINING	Typically requires a Master's degree in computer science, engineering, or equivalent. (Ph.D is a plus).
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> • Provide telephone support, and capable of supporting several Portfolio products across product families • Significantly influence management decisions across all organizations • Provide information/background/opinion in a consulting role to other internal organizations, in addition to customers • Give presentations on products and the industry at conferences and User Group Meetings • Escalate only the most serious of matters to management
SKILLS and ABILITIES REQUIRED	<ul style="list-style-type: none"> • Demonstrates technical expertise in areas of specialization • Highly experience using 1D or CAE (Amesim experience is plus) • High knowledge of relevant operating systems • Hands on experience implementing, troubleshooting, and providing support • Ability to communicate complex technical concepts clearly and effectively • Written, verbal, and interpersonal communication skills • Problem solving and reasoning skills