

Technical Support Specialist – Electronics CAD Software

(Minneapolis)

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Reply to: newhire@igi.com

Infinite Graphics Incorporated (IGI) is a software company serving the PCB/Flex/Rigid Flex, 3D engineering, precision photolithography, and other electronics manufacturing industries since 1969. IGI develops CAD/CAM software products as well as custom projects for our customers.

Position Summary

IGI is looking for an enthusiastic, customer-facing Technical Support Specialist with CAD experience to assist our customers in finding solutions when they experience software issues. The ideal candidate will have some familiarity with PCB and Microelectronics industries. Through daily duties of customer care and product testing, you will contribute to the continual improvement of our software products.

You will join a small, core team of software engineers, technicians and sales people who are designing and building software products and solutions to meet challenging product and customer requirements. This agile and cooperative team provides an environment that encourages innovative problem solving. The ever-changing landscape of technological and production advancements for our customers offers you a position to realize your potential as part of our solutions-oriented team.

This position offers the satisfaction of helping to identify specific customer needs and issues and then be a part of the solution.

Duties

- **Software Tech Support**
 - Answer calls, emails, Skype messaging, etc. regarding IGI software questions and issues.
 - Investigate issues to discover and record relevant information, where possible.
 - Create software licenses, program and ship hardware dongles as needed.
 - Assist with installation or operational issues via online meetings.
- **Tech Support Administration**
 - Track and log information about customer issues, and route issues to appropriate team member in IGI's bug tracking system.
 - Manage maintenance contracts.
 - Additional administrative duties as assigned.
- **Software Training** -- Learn software applications and their use well enough over a period of time, to assist customers and provide basic operational customer training. Often this is done online.
- **Software Testing** – Testing and exercising new features and bug fixes.

Job Qualifications

- CAD operation experience, required.
- Excellent analytical and problem solving skills.
- Excellent verbal and written communication skills.
- Must maintain patient, professional and friendly demeanor with customers.
- Must work well independently and with other team members.
- **Education:** HS Diploma or GED required. 2-yr Technical College/Assoc Degree is preferred. BS in related area is ideal!

Benefits

Competitive Benefit Package with 401-k and matching.

Visit us at: www.igi.com for more information about what we do.

Interested candidates should respond with resume to newhire@igi.com