



Customer Support Specialist

Company: Newforma, Inc.
Location: London England - Preferred

Job Code: CSSUK01
Active: Aug 2011

Newforma, Inc. located in Manchester, NH serves architecture, engineering, construction and owner/operator (AECO) organizations worldwide with software to streamline work processes reduce exposure from errors and omissions, improve coordination and communication, increase visibility into cost and quantities, and enable greater repeatability of project success. Its flagship product, Newforma Project Center™, creates a more productive environment for project managers and the project team by organizing information, facilitating information exchange, and enabling efficient process.

Newforma is searching for exceptional people to join our team. If you have the drive and technical expertise required to thrive in a growing startup company, we'd like to talk with you. We have a unique opening in our customer support group for an individual with strong systems administration skills.

Duties and Responsibilities:

The successful candidate will become the customer support group expert in troubleshooting detailed configuration, network and firewall issues when our Newforma product is deployed at our customers' sites.

The following experience and skills are required:

- MSCE certification preferred.
- Basic working knowledge of LAN networking and distributed (client/server) computing environments.
- Firewall, Router, VPN, WAN, and Anti-virus configuration and support experience.
- Experience in Microsoft Outlook and Exchange system administration.
- Active Directory knowledge.
- Experience supporting MySQL or other databases is highly desirable, but not required.
- Prior customer support experience in the software industry is desirable, but not required.
- Demonstrate a proven track record of:
 - Good organizational, interpersonal, and written and verbal communication skills.
 - Ability to learn and apply technical information.
 - Proven performance in a team environment.
 - Ability to multi-task in a busy and changing work environment.
- This position requires a self-motivated individual with a proven track record of solving tough IT issues.

At Newforma, outstanding performance will be recognized and rewarded. We offer competitive pay, benefits and vacation and holiday pay, along with the opportunity to work with a group of experienced software application development professionals and experts in the AEC industry.

Interested candidates should submit cover letter with salary requirements and resumes to our HR department at careers@newforma.com please reference Job Code: **CSSUK01**

*****NO THIRD PARTY AGENCY SUBMITTALS ACCEPTED*****