



3010 Saturn Street #100  
Brea, CA 92821

T 866.465.3848  
F 714.680.4405  
[www.ketiv.com](http://www.ketiv.com)

## About KETIV Technologies, Inc.

KETIV's engineers and business consultants recommend and implement Autodesk software for conceptualization, design, validation, and manufacturing.

Leading companies use our software products and services to manufacture and manage consumer products, industrial machinery and equipment, automotive products, and building products and equipment.

Join the KETIV team and influence some of the most innovative engineering firms of our time.

## Technical Support Specialist

A KETIV support specialist is responsible for ensuring that our customers have a positive technical experience that builds satisfaction and loyalty.

### Your responsibilities will include the following:

- Frontline phone and web support for customers and prospects
- Troubleshoot, resolve and document software and hardware technical issues
- Research, verify, and generate defect reports and feature requests
- Escalate technical issues to Autodesk and appropriate internal resources for priority resolution
- Manage cases and ensure timely closure
- Follow KETIV Support procedures
- Maintain proficiency in Autodesk Product Design Suite, Vault for data management, Simulation and other products
- Stay current with Autodesk Learning Central requirements, including courses and exams
- Develop support materials for customers
- Support network, licensing, and subscription requests
- Work at KETIV HQ office in Brea
- Customer site software installation and configuration
- Occasional travel required

### Required Skills:

- Experience in a design and engineering environment
- Engineering or Manufacturing degree is preferred
- Experience with AutoCAD, Inventor, Solidworks, or similar 3D modeling product
- Experience with Data Management, Simulation, and PLM are a plus
- Customer Support experience is a plus
- Windows 7 and 8 proficient
- Ability to apply software features to solve practical design and engineering challenges
- Familiarity with Cloud Technology
- Strong customer service and problem solving skills, and a patient, positive attitude are required





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### Salary and Benefits:

KETIV offers a competitive salary based on experience, a generous benefits package that includes medical insurance, as well as 401(k) retirement plan, holidays, and paid-time-off.

### Contact Information:

Please email your resume to [kanwar.anand@ketiv.com](mailto:kanwar.anand@ketiv.com) to be considered for this opportunity. Reference the job title Technical Support Specialist in the subject line.

No recruiters or phone calls please.

