

**Job Title: Technical Support Engineer – Architecture, Engineering and Construction****Location:** Makati City, 100% on-site**Department:** Customer Support / Technical Services (AEC)**Reports To:** Technical Support Manager / Sales Manager**Job Summary:**

We are seeking a skilled Technical Support Engineer specializing in AEC (Architecture, Engineering, and Construction) software to provide expert-level technical assistance to our customers. In this role, you will troubleshoot issues, guide users through best practices, and ensure optimal performance of AEC solutions, including AutoCAD, Revit, Civil 3D, InfraWorks, Navisworks, BIM 360/ACC (Autodesk Construction Cloud), and other related tools.

The ideal candidate will have deep technical knowledge of AEC workflows, strong problem-solving skills, and a passion for delivering exceptional customer experiences.

**Qualifications & Skills:****Required:**

- At least a year of experience with AEC software (Revit, Civil 3D, Navisworks, BIM 360/ACC, SketchUp).
- A graduate of Architecture or Engineering Related Courses
- Strong understanding of AEC workflows (architectural, structural, MEP, civil infrastructure).
- Proficiency in troubleshooting installation, licensing, and performance issues.
- Excellent problem-solving and communication skills (written and verbal).
- Ability to explain technical concepts clearly to non-technical users.
- Has outstanding patience in dealing with customers and other issues

**Preferred but not required:**

- Autodesk Certified Professional (ACP) in Revit, Civil 3D, or related software.
- Experience with AutoCAD, Plant 3D, or InfraWorks.
- Knowledge of APIs, scripting (Dynamo, Python), or customization for Autodesk software.
- Familiarity with cloud collaboration tools (BIM 360, ACC, Trimble Connect).

**Key Responsibilities:**

- Provide technical support for AEC software (primarily Autodesk and SketchUp) via email, phone, chat, and remote sessions.
- Diagnose and resolve software issues related to installation, licensing, performance, and functionality.
- Assist customers with BIM (Building Information Modeling) workflows, model coordination, and collaboration tools.
- Assist on troubleshooting Civil 3D design issues (surfaces, corridors, alignments, grading) and Revit modeling challenges (families, parameters, documentation).
- Guide users on Autodesk Construction Cloud (ACC/BIM 360) setup, permissions, and cloud collaboration.
- Document solutions in a knowledge base and contribute to internal technical resources.
- Escalate complex issues to Autodesk Support or Engineering teams when necessary.
- Stay updated on the latest AEC software releases, patches, and industry trends.
- Conduct basic training sessions, Live Event and Webinars to help users maximize software efficiency.

**What We Offer:**

- Industry-level salary and commission structure.
- Opportunities for professional growth and career advancement. With internal and/or partner-initiative training programs to enhance your skills and IT solutions knowledge
- Engaging and collaborative work environment.
- Exposure to cutting-edge technologies and solutions in IT.

**How to Apply:**

If you are a results-driven professional ready to make a significant impact in IT business development, we want to hear from you! Please submit your resume to [marketing@challenge.com.ph](mailto:marketing@challenge.com.ph). Include "Technical Support Engineer" in the subject line. Join Challenge Systems, Inc. and be part of a forward thinking team dedicated to delivering innovative IT solutions to our clients. We look forward to welcoming ambitious individuals to contribute to our continued success!