

Role summary

The **BIM & Design Systems Advisor - Support** role is to provide end user's support for all software which forms part of the Foster + Partners BIM & Design Systems portfolio and all associated technologies.

The BIM & Design Systems Advisor - Support will provide regular support progress to the Design Systems Support Manager

Role Definition

Job title: BIM & Design Systems Advisor - Support

Reporting to: Design Systems Support Manager and ultimately to the Head of BIM & Design Systems

Responsibilities

- Provide technical support for Rhino, Revit (+Addins), Enscape, Navisworks Manage, AutoCAD
- Troubleshooting issues reported by the users related to BIM/CAD software and identifying sources of these issues.
- Provide one-to-one mentoring on 'Best Practice' workflows to software users.
- Creating or contributing to user's guides published on the intranet.
- Addressing issues and presenting the solutions to the wider BDS Team
- Working closely with other BDS Teams on identifying and resolving the issues.
- Basic Adobe software support to cover for other team member when on leave.
- Thorough knowledge of and compliance with Foster + Partners procedures and standards
- Contribute or otherwise assist as required by the BIM & Design Systems Support Manager

Qualities and Skills required

- Minimum 5 years of experience as a BIM Coordinator or support role on medium/large scale projects in Revit and associated technologies
- Able to work on more than one project simultaneously.
- Strong working knowledge of Rhino and Revit
- Working knowledge of Autodesk Navisworks Manage
- Working knowledge of Autodesk AutoCAD
- Working knowledge of Autodesk BIM 360 (Autodesk Construction Cloud)
- Excellent organisational skills
- Able to manage sensitive and sometimes confidential information.
- Self-motivated and able to take responsibility.
- Able to demonstrate initiative and a proactive approach to daily tasks.
- Good interpersonal skills and able to work independently and as part of an effective team.
- Flexible attitude
- Able to build good relationships at all levels, internally and externally.
- Resilient to cope with conflicting demands, able to prioritise duties and work effectively under pressure.
- Able to work as part of an effective team assisting and supporting team members.

Desirable Qualities and Skills

- Architecture or Architectural Technologist degree or equivalent
- Experience working in an architectural/engineering production environment.

- Basic knowledge of Adobe Creative Cloud apps (Indesign, Photoshop, Acrobat)
- Knowledge of Microsoft Office (Teams, Outlook, Excel, Word, PowerPoint)
- Basic knowledge of MS Excel (search using Index/Match, using pivot tables)
- Basic knowledge of Power BI reports (reading and using information from the reports)
- Previous experience with BIM projects
- Previous experience with position in support team
- Basic Knowledge of Microsoft Windows administration

This description reflects the core activities of the role but is not intended to be all-inclusive and other duties within the group/department may be required in addition to changes in the emphasis of duties as required from time to time. There is a requirement for the post holder to recognise this and adopt a flexible approach to work. Job descriptions will be reviewed regularly and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the post holder.

Equity, diversity & inclusion (EDI) is a core priority. To support and champion the embedding of this focus as a collective workforce responsibility, EDI should be integrated, where relevant, into all workstreams.