

Role summary

This is a key role to provide support to the users of BIM software, mainly Rhino and Revit.

Role definition

Job Title: BIM & Design Systems Advisor (Support)

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

Responsibilities

- Day-to-day support and troubleshooting of issues related to Rhino and Revit
- Provides feedback to the training teams (in conjunction with L&D) to improve upskilling
- Provides problem diagnosis and resolution for software related issues
- Creates, updates and maintains support user guides
- Manages support calls using Fresh Service system
- Undertakes internal support projects to establish and/or improve services
- Escalates support issues to specialist technical staff as appropriate

Qualities and skills required

- Good knowledge of Rhino and Revit
- Good knowledge of Microsoft O365 and Windows 10
- Previous experience in supporting software
- Customer service oriented, proactive in anticipating and resolving issues
- Analytical and organised approach to work
- Excellent organisational and communications skills, both written and verbal
- Able to manage sensitive and sometimes confidential information
- Self motivated and able to demonstrate initiative and a proactive approach to daily tasks and in response to direction or instruction
- Resilient to cope with conflicting demands, able to prioritise duties and work effectively under pressure while remaining calm and professional
- Good interpersonal skills and able to work independently and as part of an effective team, assisting and supporting team members
- Self motivated and able to demonstrate initiative and a proactive approach to daily tasks and in response to direction or instruction
- Flexible and reliable attitude

Desirable

- Experience working in an architectural/engineering production environment
- Knowledge of Grasshopper and Dynamo
- Knowledge of Fresh Service
- Ability to use some of the following: PhotoShop, Illustrator, InDesign

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.

October 22