

Configura is looking for a Training & Support Specialist

Do you like traveling? Are you a natural problem solver that also likes teaching? Then you're in luck! Configura is currently looking for a driven and self-sufficient enthusiast to join our Training and Support team.

Who we are

We at Configura are a fun group where we work in teams across three continents. International relations, challenging tasks where we expect you to solve the assignments in a new and innovative way, as well as a wonderful group of people that enjoy having fun together – these are just some of the things we can offer you at Configura.

Configura works with parametric configuration. We develop software to draw spaces in 2D and 3D for leading companies within commercial furniture, kitchen and bath, material handling, industry and laboratory. In the background, prices and configurations are automatically calculated. We are a global company with customers in 10 countries and users in more than 50. Our headquarters is in Linköping, Sweden, with two wholly owned subsidiaries in Grand Rapids, Mich., USA, and Kuala Lumpur, Malaysia

What we offer you

The Training and Support specialist role consist of instructing and supporting users in their work with CET Designer. The time is divided between leading training classes and working on the Support desk.

As a training specialist at Configura, you will have both in-person and virtual classes for our existing and new CET Designer users in commercial furniture, industry and kitchen and bath industries. Up to 50% travel is required. Together with the rest of the team, you will also continue on-going development of curriculums, webinars and training materials related to CET Designer and interior design.

The Support desk functions includes answering phone calls, e-mails and chats from users who have questions or issues using the program. This is done with a focus on customer service, speed and responsiveness. The position also acts as a liaison between users and the development team as there is continual software testing and feature enhancement work required to improve the quality of the software.

Who we believe you are

At Configura, we value our customer and user relationships, that's why we're looking for someone who is just as enthusiastic as we are about maintaining and developing good relationships. You have previous experience from planning and leading classes and love to teach others. You speak and write English and Swedish fluently. We also believe that you have a technical background with a basic understanding of Windows operating systems and networks. A working knowledge of contract furniture or kitchen design industries is preferred.

As a person you are self-sufficient at the same time as you're a team player. You have exceptional presentation skills, strong written and verbal communication skills and a positive customer focus with attention to detail.

Qualifications and competence

- Good language and communication skills in Swedish or English, multi-lingual is preferred
- Space planning and interior design skills with CET Designer or programs like AutoCAD, Pcon, CAP, ProjectMatrix or similar.
- Technical background and aptitude, with basic understanding of Windows operating systems and networks.
- Knowledge and understanding of computer hardware.
- Exceptional presentation skills
- Positive customer service focus with attention to detail.
- Team-oriented attitude, willingness to be flexible and proactive

How to apply

Send your resume and a personal letter to career@configura.com.