Terrasolid is looking for a support and training engineer to join our support team.

The candidate should have few years' experience working with LiDAR data. Experience with Bentley MicroStation and Terrasolid software including TerraScan, TerraModeler, TerraMatch, TerraPhoto is preferred. Familiarity with orthophoto production, LiDAR data processing workflows and related software tools would be an asset. Extra credit will be given to experience on distant learning.

Terrasolid has customers in over 90 countries all over the world. The position will require travelling, focusing on user training at client locations and software presentations at industry conferences and workshops. The candidate must possess strong analytical and mathematical skills, fluent English in speaking and writing is required. The candidate should enjoy working directly with customers giving training or demonstrations as well as troubleshooting and resolving technical problems at the office.

Duties will include:
- Resolving assigned technical support cases by troubleshooting problems directly with users.
- Coordinating the support response when assigned cases are escalated to the development.
- Maintaining an accurate, detailed, timely support case log for all assigned cases.
- Writing technical notes addressing common support issues or user requests.
- Preparing training videos and other self-training material.
- Preparing training data and instructions for customer-specific training.
- Perform software installation and training at client locations.
- Search, implement and test a distance learning solution for Terrasolid.

The work place is based in Espoo, Finland and Terrasolid expects that the candidate has the right to live and work in Finland.

Please send your CV and other application documents to ***sales@terrasolid.com***. You may also ask for more information by emailing to the same address.