

## **AEC/ BIM Premium Specialist & Support Account Manager in Russia**

### **Description**

*Autodesk has a great opportunity within our Premium Support and Services (PSS) division for a position combining AEC/BIM technical skills with Support Account Manager role, to work closely with existing and future accounts across Russia. We are seeking a highly motivated individual who can build relationships at all levels and identify sales opportunities to aid the sales team with strategic account planning and growth. The PSS group is responsible for increasing Software and Services revenue and maximizing the success and return on investment of our strategic customers. We do this by delivering highly valued reactive and proactive services that reduce risk of downtime while increasing adoption/utilization of our solutions. Based in Moscow, the role has dual responsibility of technical expert and account manager, dedicated Major Accounts from mainly the Architectural, Infrastructure and Natural resources industries.*

*If you enjoy establishing a long term relationships with your customer and work with global teams, this would be an excellent opportunity to consider!*

**Location:** Moscow, Russia

### **Responsibilities:**

- Establishes and maintains working relationships with customer, includes on-site visits, regular staff meetings, definition and management of expectations and goals.
- Technical assistance and account management for Premium Customers.
- Ensures customers are utilizing and realizing the benefits and value of their Premium Support investment.
- Serves as customer single point of contact for highest severity issues; play a problem resolution role in high profile or complex situations, monitors service level compliance by support organization.
- Onsite support to help with installations, modernizations, and other issues.
- Regular status reports to keep Customers informed and firmly in control of next steps and future actions.

### **Preferred Skills:**

- Able to anticipate customer needs, develop proposed solutions, and build consensus amongst customers and internal business units and stakeholders.
- Understand current and planned new business processes, objectives and strategies and their requirements for services, products, or solutions.
- Able to manage several projects at a time, setting the right priorities.
- Understand cultural aspects of the business, can relate between global strategy and local business requirements.

### **Requirements:**

- Advanced knowledge of Autodesk Building products in a production environment.
- Bachelor's degree or equivalent experience in Architecture, Civil Engineering or related field.
- Fluency in **English** and **Russian** required.
- Strong communicator and able to build relationship at all levels, takes initiative
- Demonstrated ability to build and maintain strong relationships with enterprise customers
- High business acumen and strong business presence