



## Role: Technical Support Engineer

### Company info:

Anark is seeking a skilled and highly motivated **Technical Support Engineer** to join our team. In this role, you will play a critical part in helping customers successfully deploy, operate, and troubleshoot Anark's platform across CAD and PLM environments, desktop applications, server-based publishing systems, and web-based collaboration services.

### About the Role:

As a Technical Support Engineer, you will work directly with customers and engineering teams to diagnose issues, guide implementations, and resolve complex technical challenges. Your technical curiosity, problem-solving skills, and ability to clearly communicate will be key to customer success.

### Key Responsibilities:

- Provide high-quality technical support to customers using Anark products in enterprise environments, diagnosing issues and delivering effective, supported solutions for installation, configuration, integration, and usage, including interactions with relevant third-party software and systems.
- Collaborate closely with Engineering, QE, and Professional Services to resolve complex issues and drive product improvements through feedback, suggestions, and insights informed by customer interactions, usage patterns, and deployment trends.
- Investigate and analyze customer issues by reviewing logs, configurations, and environments; reproduce issues in internal test environments, document findings, and recommend resolutions
- Report customer issues, defects, and deployment challenges to Engineering with clear reproduction steps, environmental context, and observed behavior
- Review, understand, and apply installation, configuration, and upgrade documentation, and provide constructive, actionable feedback to improve accuracy and clarity
- Create and maintain internal and external knowledge resources, including troubleshooting guides, FAQs, and training materials
- Create and maintain internal tools, scripts, and processes that enable faster, more reliable problem resolution
- Continuously expand technical knowledge across Anark's platform, enterprise deployments, and related technologies

- Collaborate with Sales, Professional Services, and Operations teams to identify, escalate, and support customer expansion, services, or deployment opportunities uncovered during support interactions.

## **Qualifications:**

- Bachelor's degree not required but engineering studies/degree encouraged
- 3-7 years of experience in a technical support, systems engineering, or customer-facing technical role supporting enterprise software
- Demonstrated ability to take initiative, independently investigate issues, and drive problems to resolution in ambiguous or evolving environments.
- Strong troubleshooting skills and comfort working across multiple systems
- Hands-on experience supporting enterprise Windows and Linux environments, including installing, configuring, and troubleshooting applications, services, and operating systems, as well as supporting CAD and/or PLM systems and their integrations
- Working knowledge of web technologies (HTTP/S, REST APIs, SQL, authentication concepts)
- Ability to read logs, analyze configurations, and reason through complex technical problems
- Effective written and verbal communication skills, with the ability to explain technical concepts to both technical and non-technical audiences
- Ability to manage multiple issues, work independently, and thrive in a fast-paced environment
- MCAD or ECAD experience with tools such as Creo, NX, CATIA, Solidworks or similar
- Experience supporting PLM systems, such as Windchill, Teamcenter, or similar
- Flexibility to work occasional evenings or weekends to address critical customer needs

## **Other:**

- Compensation: \$85k - \$100k annual base
- Location: Anark is headquartered in Boulder, CO. This is a hybrid onsite position, 3 days/week in the office
- Please send your resume to [recruiting@anark.com](mailto:recruiting@anark.com)

Anark is a leading provider of content collaboration software and solutions for technical industry, enabling engineering, procurement, manufacturing, and field service organizations to publish and manage technical content, for access and collaboration workflows across the extended enterprise—yielding faster iterations, reduced material waste, and higher-quality products and services with substantial cost savings.

Anark helps market leaders such as GE, Boeing, Lockheed Martin, Allison Transmission, Johnson & Johnson, Cisco, Ericsson, and TE Connectivity with their Digital Transformation, leveraging smart technical content to streamline procurement, manufacturing, and field service operations.

Come work on cutting-edge technology in an energetic, friendly, and supportive work environment. Anark Corporation strives to be a "change the world" innovator. Anark offers competitive compensation packages. For this role, our starting base salary is 85-100 depending on skills and experience. We also offer 100% employer paid full medical

benefits, learning, fitness perks, and much more. US citizenship or green card permanent residency required; Anark is unable to offer visa sponsorships.

Thank you! Rick Powell / Talent Architect / Anark, an Oakline Holdings Company / [www.anark.com](http://www.anark.com)