



**Committed and with passion for precision we create digital reality solutions combining sensor, software, and autonomous technologies to empower a sustainable future.**

**TECHNODIGIT** is part of the HEXAGON group, a leader in measurement-related technologies. Within this international group of over 24,000 people, **TECHNODIGIT** is an R&D center recognized for its innovative capabilities and contributes to the success of several of the group's divisions.

The company is composed of 2 development teams:

- The SDK team develops 3DR SDK technology, which is dedicated to processing point clouds from measurement or reality capture devices. Our unique know-how enables the processing of point clouds of any size, and delivers high-quality, accurate and lightweight meshes. This SDK is delivered to over 30 development teams in the various divisions of the HEXAGON group.
- The Application team develops software products such as Leica Cyclone 3DR, Leica Cloudworx and Leica TruView, targeting an extremely wide range of applications including topography, heritage, mining and tunnelling, architecture, engineering, construction, buildings, industrial sites, storage tanks...

The interactions between the 2 teams are strong and have enabled us to build up some very interesting synergies. These 2 teams also interact closely with other HEXAGON group entities on an international level.

As part of a Product Management organization, the **Technical Support Specialist** will play a crucial role in ensuring that complex user issues, which cannot be resolved by level 1 and level 2 support teams, are thoroughly analyzed and effectively resolved. This position will serve as a vital link between the level 2 support stakeholders and the software development team, which includes Product Managers, Product Owners, QA engineers, and Software Developers.

The Technical Support Specialist will also collaborate closely with other level 3 support team members located in various offices across France, Belgium, and Switzerland (assigned to other products of the portfolio).

With his expertise in CAD products, the Technical Support Specialist will assist the product management team in enhancing the CAD plugin's user-friendliness.

# Technical Support Specialist (f/m/d) CAD / BIM / Reality Capture Software applications

Lyon  100%

## This appeals to you

- Analyze and resolve complex user issues that have been escalated from level 1 and level 2 support teams.
- Serve as a liaison between level 2 support stakeholders and the software development team.
- Work closely with Product Managers, Product Owners, QA engineers, and Software Developers to troubleshoot and resolve technical problems.
- Collaborate with other level 3 support team members located in different offices to share knowledge and best practices.
- Ensure that all issues are documented and tracked using Jira.
- Provide timely and effective communication to stakeholders regarding the status and resolution of issues.
- Contribute to the continuous improvement of support processes and documentation.
- Identify, understand and document customer use cases from support tickets to be used for product improvement

## We offer you

- Hybrid Working model - The team can work 2 days a week from home
- Individual training opportunities (internal and external)
- Restaurant ticket = €10/working day (€6 company contribution)
- Sustainable mobility package = up to €800/year compensation for the use of sustainable transport
- Works council (€30/month)
- Employee Events
- Warm and international corporate culture based on respect and cooperation
- Permanent position
- 216 working days per year

## About Us

Hexagon is a leading provider of digital reality solutions and employs more than 24,000 people in 50 countries. You will be part of a strong, experienced, inspiring and motivated team of experts driving the future of Hexagon. You will use and develop your skills in our highly innovative and diverse environment. Flexible working models allow you to ideally combine work and private interests.

## Contact

If you have any questions, please do not hesitate to contact [Brigitte Schnetzer](#) Talent Acquisition Specialist.

## This is you

- Bachelor's degree in Surveying, Engineering, Construction, Plant, or a related field.
- Proven experience in a CAD environment, specifically with at least AutoCAD, Revit, or BricsCAD. Bentley Microstation and ArcGIS would be a plus.
- Experience with Reality Capture or 3D Laser Scanners or Point Clouds is highly desirable.
- Professional proficiency in English (both written and spoken).
- Strong problem-solving skills and a structured mindset.
- Excellent active listening and communication skills.
- Ability to work effectively in a team and collaborate with colleagues across different locations.
- Adaptability and reliability in handling complex technical issues.
- Soft skills: Reliability, Structured mindset, Adaptability, Problem-solving skills, Active listening, Teamwork

APPLY NOW

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Job-ID: fltsp9dg



**HEXAGON**