

Job Description – Support Engineer

About DesignBuilder

DesignBuilder Software is a global leader in building performance simulation software based in the UK. Our software and technical support remove barriers so that modelling and improving the performance of new and existing buildings is faster, easier, and more enjoyable. This helps our customers and their clients to reduce the impact of the built environment on the planet whilst maximising occupant wellbeing. By joining DesignBuilder you would become part of the increasingly important movement to help mitigate climate change.

Our team of engineers and developers includes a unique combination of expertise in building physics, engineering, building performance simulation, and software development. We provide training, technical support and consultancy services to our global customer base of engineering consultancies, architecture practices, energy assessment firms, and universities. Over the past two decades DesignBuilder has experienced consistent growth and achieved significant success and recognition in our industry, becoming a market leader in several countries. We need another high-calibre engineer to join our team to help us continue that journey.

About You

You are a highly motivated and organised engineer with demonstrable passion and a thirst for knowledge. You are excited by the power that building performance simulation tools give you to test design alternatives and try out different HVAC, sustainability, and energy conservation measures.

You are a positive but realistic person with a strong desire to learn and grow professionally. You relish the thought of working in a supportive environment where short-term thinking does not prevail, and excellence, honesty, integrity, and accountability are valued. You are naturally enthusiastic and self-motivated, equally comfortable working hard in a team or independently, supervised or unsupervised. You are naturally inclined to do the right thing rather than take the path of least resistance.

A strong communicator, you have a talent for understanding complex problems, developing appropriate solutions, and communicating them effectively in both verbal and written form. You are professional, reliable, disciplined, consistent and patient, with a naturally empathetic “customer service” outlook. You relish the idea of helping others to solve their problems. You know your own limits and have the confidence and integrity to let people know when you need help, and to report your mistakes if things don’t go to plan. The idea of becoming an expert software consultant/trainer using knowledge gained in the role is appealing to you.

You are innovative and enjoy researching technical subjects and producing technical documentation in plain English that is readily understood by others. You are creative and innovative, with strong planning and organisational skills, and are comfortable working to tight deadlines.

You would love to work for a customer-focused company that will challenge you with varied and interesting work, and that provides exceptional and diverse opportunities

for personal and career growth. A company that will also provide you with the opportunity to help the AEC industry build a more sustainable future.

Responsibilities

This is a full-time remote working role, with occasional travel to our office in Stroud (in the Cotswolds) required. Your primary responsibilities would include:

- Providing effective and timely technical support to DesignBuilder customers. You will receive ongoing mentoring to develop your simulation and HVAC expertise.
- Testing new software before public use and feeding into the development of new tools.
- Assisting with the improvement of technical support systems and procedures.
- Delivering consultancy and project-based training online (once an appropriate level of expertise is reached).
- Conducting research on relevant topics to improve product and training documentation.

Minimum Requirements

You must meet the following minimum requirements to be considered for this role:

- Minimum BSc/BEng (Hons) or equivalent qualification in engineering, building physics, sustainability, or similar area.
- A sound understanding of DesignBuilder EnergyPlus HVAC systems.
- Minimum two years' experience using building performance simulation tools.
- Ability to work effectively in a team or independently, supervised or unsupervised.
- Excellent attention to detail and analytical and problem-solving skills, without losing sight of the bigger picture.
- The ability to quickly understand complex problems and provide effective solutions that others less skilled can understand and use.
- A patient and helpful nature, essential for a customer support role.
- Excellent written and spoken English, and presentation and report writing skills.
- The flexibility to occasionally work outside normal working hours and travel within the UK, and also internationally if required.

Desirable Requirements

The following requirements are not essential but could help your application stand out:

- Experience using DesignBuilder's Radiance and CFD tools.
- Experience of, or an interest in/aptitude for, scripting using EnergyPlus EMS, Python, C# or similar.
- Relevant experience of simulation for code compliance/certification (such as Part L/EPC) and/or voluntary schemes such as BREEAM and LEED.
- Professional membership of an appropriate engineering institution such as CIBSE or ASHRAE, or working towards such.
- Familiarity with other AEC industry tools such as Revit.
- Experience of, or some exposure to, HVAC design work.
- A valid driving licence.

Additional Information

- DesignBuilder is a growing and dynamic company, so our team are expected to occasionally assist with tasks that are not strictly within their job description.
- The successful applicant will be rewarded with a competitive salary depending on their qualifications, experience, and the value they can add to DesignBuilder.
- We do not provide visa sponsorship, so you must already be eligible to work in the UK.
- No agency applications will be assessed.
- Please send a covering letter and CV to lin.ellis@designbuilder.co.uk describing why you think this job would be a good fit for you and stating your salary expectations.