

Job Description



Role: Pre and Post Sales Technical Consultant

Reports to: Managing Director

Direct reports: None

Purpose:

You will work in a high motivated customer support team responsible for providing technical consultancy and support for pre and post sales activities. A key function of your role will be to develop and maintain customer relationships at a technical level.

Main Functions:

1. Provide technical support to Snowflake customers, partners and resellers. . Solving and managing customer issues via telephone and email
2. Perform on-site and off-site post sales consultancy in accordance with customer requirements

Other functions:

1. Build pre-sales demonstrators using Snowflake products, Oracle Spatial and various GIS packages
2. Answer technical pre-sales customer queries via email and telephone
3. Perform product testing and feedback issues to the software development team
4. Liaise with Sales during the pre-sales process.
5. Attend customer sites to carry out pre-sales demonstrations and presentations with Sales
6. Attend, network and / or present at various GIS shows and workshops.
7. Deliver on-site and off-site training courses
8. Enhance and maintain technical resources within the on-line technical support area. Create scripts and interactive tutorials whilst maintaining an active knowledge base on Snowflake products.

Person Specification

You will have a minimum of 2 years relevant experience in an on-site / off-site consultancy role. Exceptionally a recent M.Sc. graduate with the relevant skills will be considered.

Experience of the Geographic Information industry would be desirable.

Technical Knowledge

A basic software engineering background is preferred but not essential; however, you will be very technically aware with an ability to learn the basics of new technologies and software packages quickly.

Desirable Technical Skills include:

- GIS Experience : ESRI, MapInfo, Autodesk, Intergraph
- RDBMS (Oracle preferred)
- Oracle Spatial
- XML & XML Schema
- Unix shell and DOS scripting
- GML and OGC Standards

Personal Skills:

1. Highly organized with the ability to manage multiple tasks
2. Previous experience of onsite consultancy work
3. Strong at building customer/ people relationships
4. Excellent interpersonal skills
5. Good telephone and e-mail manner
6. Highly driven with the ability to work in a singleton post
7. Presentation and demonstration experience
8. Delivering training courses
9. Flexibility in working hours in line with delivery deadlines.
10. A foreign language would be useful (particularly Dutch or German)