

## Senior GIS Software Support Engineer

**Department:** Support

**Location:** Cambridge, UK (Currently working from home, hybrid model of work available upon return to normal work circumstances)

**Employment type:** Full time, Permanent

In every sector, organisations are using location data to make better decisions – improving services, maximizing efficiency and even saving lives. 1Spatial's suite of solutions help our customers manage their complex geospatial data. We are a rapidly growing global business with offices in Cambridge (UK), France, Australia, USA, Ireland, Belgium and Tunisia.

**Would you be a good fit for the 1Spatial Customer Support team?** We love people who are approachable, smart, innovative and agile and who care about learning and continuous improvement. At 1Spatial, Customer Support are a critical part of the wider Delivery team. Providing excellent support to our external customers, for our software, exceeding service expectations and managing relationships is key for ensuring customer retention, as well as maintaining a reputation which helps to secure new business.

We have an exciting opportunity for a skilled support engineer to join us and build on your experiences in a role that will be varied and interesting. You will develop a great working knowledge of our core geospatial products and the tailored systems that use 1Spatial technology, third party products that we resell (including FME, Esri and Geocortex), as well as open-source technology that we use to build our solutions. You will work closely with the other teams in the company including development, testing, product management, consulting and sales in a highly collaborative, agile environment.

### You will be responsible for:

- Managing service desk tickets, troubleshooting and fielding calls via phone, emails and remote sessions, for our external customers in the Utilities, Government and Transport sectors
- Diagnosing, replicating and investigating customer's issues, conducting root cause investigations, feeding vital information back to the development and project teams
- Providing technical and strategic input and guidance to internal stakeholders
- Assisting with training requirements and guidance materials
- Contributing to service reviews and performance reporting
- Providing scheduled, on-call support during evenings and weekends

### Required Skills and Experience

- Proven experience in an external customer focused software/technical support role, ideally working with Geospatial technologies
- Experience of analysing system and software log files
- Knowledge of SQL to help perform basic query
- Excellent analytical and problem-solving skills, with the ability to find innovative solutions to complex technical problems
- Good communication skills, both written and verbal
- A self-motivated team player with a proven track record of building and maintaining strong relationships with customers, partners and teams

- A Passion for sharing knowledge and the ability to help mentor less experienced team members

**Desired Skills and Experience:**

- Experience supporting ESRI ArcGIS Enterprise (Portal for ArcGIS, ArcGIS Server, ArcGIS Data Store), ArcGIS Pro and ArcSDE Geodatabases
- Experience of relational database management systems such as Oracle, Microsoft SQL Server etc. and how applications interact with them
- Knowledge of programming, scripting or rules-based languages

**What we can offer**

- Competitive salary
- Flexible working hours
- 25 days annual leave
- Generous company pension scheme
- Group income protection scheme
- Private health insurance
- Health Cash Plan
- Buying/selling annual leave
- Cycle to work scheme
- Personal Development Allowance to support your Continuous Professional Development
- Active social programme including both virtual and in-person events

**When we return to our spacious open plan office, you will also benefit from:**

- Free car parking
- Easy rail access
- Soft drinks and fruit

**Interested?**

Please send a covering letter and CV/resume to [recruitment@1spatial.com](mailto:recruitment@1spatial.com).

Our [Recruitment Privacy Policy](#) explains how we store, manage and process the data you provide to us.

If you require further information or would like an informal chat about the role, please contact [recruitment@1spatial.com](mailto:recruitment@1spatial.com) and we will arrange for you to speak with the hiring manager.

**We require that all candidates are able to demonstrate their eligibility to work in the UK.**