

## **Graduate Geospatial Software Support Engineer**

**Department:** Support  
**Location:** Cambridge, UK (currently working from home, hybrid model of work applicable upon returning to normal circumstances)  
**Employment type:** Full time, Permanent  
**Salary:** Competitive, details will be provided upon first contact

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 growing global business with offices in Cambridge (UK), France, Australia, USA, Ireland, Belgium and Tunisia.

Providing excellent support 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

**Would you be a good fit for the 1Spatial Support team?** We love people who are approachable, smart, innovative and agile and who care about learning and continuous improvement. You will be a self-motivated problem solver with good communication skills.

The role will be varied and interesting, you will get to 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:**

As a Geospatial Software Support Engineer at 1Spatial, you will be working as part of a multidisciplinary team that play a critical role within the wider Delivery team. You will be the main contact for our customer's software licence delivery requirements and responsible for monitoring the team's service desk queue for new support cases.

Following training, you will assist customers with the investigation and diagnosis of software issues, recording your exchanges and the proposed solutions in our service desk system. Your excellent communication skills will help build and maintain working relationships with customers and colleagues, and the information you gather will contribute to the ongoing development of our products.

### **Required Skills**












- Ideally, a degree in a relevant Geographical or Computer Science discipline
- Pragmatic approach to problem solving, with strong customer-facing skills, strong analytical skills, and attention to detail
- Capability to self-manage
- Keenness to learn, develop skills and gain experience
- Keenness to help others in the team develop their own skills

### **Desired skills**




- Knowledge of spatial technologies and data

- Experience of analysing software issues
- Any previous experience with development or data management languages such as Java, Python and SQL

### 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.