

Technical Support Specialist

Surrey, BC | Full-time | Customer Success

Safe Software is looking for a talented, fun-loving Technical Support Specialist who is interested in becoming part of one of the fastest growing data integration companies in the world! You'll join the FME Desktop Technical Support team and start helping customers right away.

The world is swamped with data, and organizations are feeling the pain. The FME Platform reduces the friction and allows for our thousands of (very happy) customers to painlessly move data from anywhere to everywhere. Our team supports users as they tackle their data integration workflows with FME – be it from databases, web services, social media, GIS, sensors, building models, imagery, and more, FME is up for the task!

About The Team

The Customer Success team at Safe consists of a passionate group of Technical Specialists who provide technical support, customer education, and knowledge creation. We strive to provide our customers with the tools and resources needed to unleash the power of their data with FME.

As a member of this highly collaborative group, we're looking for an individual who is all about the team, is passionate about data, and is keen to dive into new and exciting technologies.

- **Great communicators.** We talk to people all day, building relationships along the way. Whether that's assisting customers or chatting with co-workers, we want to make sure everyone has a positive experience.
- **Team players.** Our team is positioned to create cross-team relationships with Sales, Knowledge, Development, Marketing and we find opportunities to contribute to their efforts as well.
- **Interest in technology and data.** FME supports over 450 different data formats, which means there's a wide range of formats and software that we need to learn about. We're always keeping up with the latest technology, from indoor mapping to Snowflake and Revit.

What You'll Be Doing

As a Technical Support Specialist supporting our FME Desktop product, you will:

- **Provide exceptional support.** Nobody returns to a restaurant with horrible service, even if the food is delicious. That's why we follow the "restaurant model" at Safe

Software, eager to provide top-notch service and support alongside an amazingly powerful product. As a Technical Support Specialist, you form the front line, troubleshooting issues, helping customers find solutions to their technical challenges, and bringing new users online with FME.

- **Educate our customers.** You play a critical role at Safe, acting as the link between us and our customers. Equipped with this understanding, you produce content for our knowledge base, create presentations for webinars and events, and deliver product training and demonstrations.
- **Influence product development.** With your knowledge of our customers' needs and challenges, you advocate for new and improved functionality that will help them. In some cases, you may even be embedded in a development project to provide the voice of the customer.

Being exposed to emerging technologies and exciting data challenges while being on a self-directed support team, you'll have the opportunity to customize your career at Safe Software based on your strengths and passions.

Day-to-Day Responsibilities

As Technical Support Specialists, we contribute to a number of facets of Safe Software by collaborating with customers and internal stakeholders. Day to day, you may find yourself:

- Providing Technical Support through live chat, email, and the FME Community (Q&A Forums)Assisting customers with how-to questions and enhancement requests in the FME Community (Q&A Forum), and Live Chat
- Delivering product demonstrations and proof-of-concepts for prospective clients
- Supporting the Knowledge team by contributing to Knowledge Base articles and tutorials
- Addressing product defects by investigating and reproducing customer issues
- Identify issues within FME and advocate for new and improved functionality that will help our customers.
- Testing new formats and features of the FME Desktop product in beta stages
- Participating in webinars
- Attending and presenting at conferences

Qualifications, Skills and Competencies

Safe Software evaluates applicants based on their passion and skill for providing support. That said, we're paying attention to the following:

- You have experience working on a technical support team or in a technical consulting role or have relevant industry experience
- You have good interpersonal skills and are able to clearly articulate technical concepts to a broad audience (non-technical and experts) both written and in person

- You have experience working with a broad range of data formats and platforms – tabular/databases, 3D, BIM, CAD, GIS, raster, cloud platforms and web services, etc.
- You have a curious mind and love problem solving
- Self-motivated, proactive team player with a passion for helping others

Bonus Points

- 2-5 years of relevant work experience
- Previous experience with Safe Software's FME Platform.
- Experience working with databases such as Oracle, SQL Server, PostgreSQL, or Snowflake
- Experience with CAD\BIM applications (AutoCAD, Bentley MicroStation, Revit, Indoor Mapping etc.)
- Experience with 3D technologies (Cesium, I3s, CityGML, etc.)
- Experience working with web services and APIs (Amazon S3, Tableau, Socrata, AGOL, ArcGIS Portal etc.)
- Experience with GIS products (Esri ArcGIS, MapInfo, Intergraph GeoMedia, etc.)
- Exposure to programming/scripting languages (Python, JSON, SQL, XML, etc.)
- Ability to speak a second language