Technical Support Specialist

FME Server

About The Role

Safe Software is seeking a full-time permanent Technical Support Specialist to join our Customer Success team. Reporting to one of our Technical Specialist Team Leads, you'll work closely with a team of fellow Specialists to support our Feature Manipulation Engine (FME) Server customers right away!

The world is swamped with data, and organizations are feeling the pain. Our FME products reduce the friction and allow for our thousands of (very happy) customers to painlessly move data from point A to point B. Whatever the type of data – be it sensors, maps, building models, imagery, databases, social media, web services, and more – FME is up for the task.
FME Server is an enterprise ETL tool, extending on the capabilities of FME Desktop. When supporting these products there's always something new to learn and interesting challenges to tackle.

About The Team

Safe's Customer Success team is composed of a large group of enthusiastic Technical Support Specialists who work directly with our customer base to unlock all possibilities they can achieve with their data and FME. We're looking for an individual who is all about the team, passionate about our product, and keen to dive into new and exciting technologies.

- **Customer service skills.** Nobody returns to a restaurant with horrible service, even if the food's delicious. That's why we follow the "restaurant model", eager to provide top-notch service and support alongside an amazingly powerful product. As an FME Technical Specialist, you will be the first person someone talks to when they have a problem. You'll be able to empathize with the customer, walk them through troubleshooting steps and resolve their issue in a timely and friendly manner.

- **Great communicators.** As an FME Technical Specialist, you will be interacting with people all day. Whether that's assisting customers or chatting with co-workers, we want to make sure everyone has a positive experience. Building relationships is at the heart of what we do. You will have good interpersonal skills, and can clearly communicate technical information with customers and colleagues.

- **Interest in technology and data.** FME supports over 400 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 web services to Docker and Kubernetes.

What You'll Be Doing

As a Technical Support Specialist supporting our FME Server enterprise product, you will:
- Provide one-to-one technical support by working with customers through live chat, email, and Safe's [Community Q&A forum](#).
- Conduct software demonstrations and build proof of concepts for new and existing customers to support the Sales team.
- Create and delivery training materials, webinars and presentations to help customers grow their FME knowledge.
- Contribute to the Community Knowledge Base by generating step-by-step tutorials and informational articles.
- Support marketing efforts by writing blogs to share technical knowedge.
- Collaborate with other teams and share your expertise in initiatives such as testing new product features and assisting with marketing campaigns to promote them.
- Investigate and explore different configurations and technologies to assist customers, colleagues, and developers.
- Keep up to date with product developments by attending Feature Demos and testing the latest versions of our software.
- Identify issues within FME and advocate for new and improved functionality that will help our customers.

Qualifications, Skills, and Competencies

- Prior experience in a customer service role, technical support or consultancy.
- Ability to work well in a team setting and individually.
- Excellent communication skills, both verbal, written and spoken. You have good interpersonal skills, customer empathy, and can clearly communicate technical information with customers and colleagues.
- You are keen to learn more about FME and FME Server.
- You have experience or exposure to installing, architecting, and configuring enterprise products.
- You have knowledge of both Windows and Linux operating systems, including system administration, networking, and configuration.
- You enjoy problem-solving and you have a willingness to learn new technologies.

Bonus Points

- Previous experience using FME Desktop or FME Server.

- Ability to speak a second language is an asset.
- Technical writing experience.
- Experience with databases, such as PostgreSQL, SQL Server or Oracle.
- Use or creation of APIs.
- HTML, CSS, Javascript or Python experience.
- Familiarity with Docker, Kubernetes and Cloud Technologies.