



7878 Wadsworth Blvd., Suite 340

Arvada, Colorado 80003

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Software Support Specialist (\$45-\$55k)

Location:

Arvada, Colorado (main office, partial work-from-home; full remote possible for the right candidate)

Description:

PlanIT Geo™ is a global urban forestry consulting and software development firm. Our web-based software is used by private tree care firms, consultants, local and state governments, nonprofits, and others who work with trees, parks, and natural resources data. As our platform and client base expand, so does our need to continue providing excellent technical support. We are seeking a Software Support Specialist to be a core member of our team. Our ideal candidate has prior experience in a customer-facing software support role, a great attitude, and strong technical skills. You will work with customers every day, providing training, troubleshooting issues, and setting up new apps. You will configure software in a database, analyze and import complicated data sets, and resolve challenging issues with our developers. You will be a part of our daily standup meeting and work with the entire team, including sales/marketing staff, account managers, and our in-field arborists.

This is a great opportunity to join the fastest growing company in urban forestry technology, and can lead to other roles within the company for the right hire. Partial or full time work-from-home is available.

Primary responsibilities of the position :

- Customer support via phone, email, screenshare - engage clients, identify their needs, and work independently and with the team to solve issues and create solutions
- Enter and track issues in a Help Desk system; help test and debug apps as able

- Configure/setup new and existing software apps to match customer specifications / sales quotes
- Train new and existing users of TreePlotter software on everything from general use to custom features
- Use database administration tools and code statements to customize client software
- Analyze, prepare, clean and transform existing customer data for migration into TreePlotter, using Excel/Access, ArcGIS, and other tools
- Attend daily meetings and work with the team to support our entire client base in a holistic manner

Required Knowledge, Skills, and Experience:

- 1-2 years in a customer-facing role, with proven success supporting clients (preferably SaaS)
- Strong technical skills including demonstrated understanding of software, systems, and the web
- Ability to work with complex data sets - analyze, manipulate, and transform data as needed to fit client data into our app, with very strong attention to detail and focus
- College degree or equivalent experience

Desired Skills and Nice-To-Haves:

- Bilingual in English/Spanish
- Experience with databases, technical support procedures, help desk systems (Jira, Zendesk)
- Familiar with mapping/GIS concepts, technologies and a variety of formats (sql, json, csv...)
- Experience with Postgres or another database, AWS, linux, and web and software development
- Interest in trees, forestry, natural resource management, sustainability, or urban planning a plus

PlanIT Geo is a fast growing, small business with competitive employee benefits (401k, health insurance, PTO, etc.). There is potential for the right person to become a leader in the company if you work hard, innovate, and succeed in ensuring client success and renewal. PlanIT Geo is seeking to evaluate candidates as soon as possible.

If interested and qualified, please email a 1- page resume to:

support_applications_2021@planitgeo.com.