

Technical Solutions Specialist - Utilities

Esri Canada Limited has an immediate requirement for a Technical Solutions Specialist to support the sales, marketing and Industry Solutions activities within the Utilities Market. The Utility Team's primary focus is on electric, gas, water, wastewater, stormwater and telecom industries. This position will report to the Team Lead, Utility Technical Solutions and work closely with Sales, Marketing and Professional Services teams to demonstrate ArcGIS based solutions and provide GIS technical advice to prospective clients, existing clients and business partners.

Technical Solutions Specialist responsibilities include:

Pre-sales activities are designed to lead to the sale of products and services offered by Esri Canada. These activities are performed during sales calls, site visits, seminars, proposals, trade shows etc...

- Work with the Team Lead and Industry Manager(s) and Professional Services team to design and develop Esri based industry demonstrations that will help generate sales
- Work with Utilities Team, account managers and professional services to help advise customers on GIS requirements and strategies, architectures, products selection including partner products, training, and release planning with specific focus on the utilities sector.
- Liaise with Esri Inc. and 3rd-Party suppliers e.g. Schneider Electric and Trimble to ensure proper product messaging and positioning.
- Leverage existing ArcGIS industry solutions and deliver effective demonstrations of ArcGIS products and solutions that address client business needs and competitive situations.
- Assist clients with data related questions such as data models and data migration options and strategies.
- Assist the Director, Team Lead and the Utility Industry Manager in the development and delivery of events, collateral and electronic communication (e.g. Web casts) specific to the use and growth of Esri solutions for the Utility market.

Post-sales activities are designed to continue and expand the use of products and services offered by Esri Canada and generate additional sales, development of good references, creation of customer satisfaction, and enhancement of Esri Canada's image as a solutions provider.

- Team up with Sales and Marketing Teams to perform regular key account reviews and follow ups.
- Act as a technical advisor to customers and partners to provide GIS strategy support.
- Perform fee-based requirements analysis and definition, product installation and other post-sales services as required.
- Provide mentoring to Esri Canada Technical staff and educate Technical Staff through training, seminars, demos, and lunch and learn sessions as required.

Specific skill requirements:

- Minimum 2 years technical experience working within the utility sector with ArcGIS experience being a strong benefit
- Experience with Esri's ArcGIS for Server, Portal, Desktop software products, ArcGIS Online would be a strong benefit.
- Experience in presenting to customers all aspects of Esri technology to analysts and decision makers.
- Ability to listen to customer needs and make the connection between the business problem and technical solution.
- University Degree, College Diploma or relevant experience in a related field of study.

Competencies in the following are essential:

- Excellent presentation, interpersonal and time management skills
- Strong verbal and written communication skills
- Ability to listen and interpret needs of customers

- Courteous, well-spoken and customer focused
- Self-motivated, organized, goal driven, and efficient team player
- Analytical and problem-solving ability
- Initiative and follow-through ability

Considered as assets for this position are the following:

- 3+ years working for a utility organization. Water related utilities would be of particular benefit.
- Strong understanding of asset descriptions and their purpose related to the utility domain
- Understanding of workflows using asset data and network management related to operations and planning activities in a utility
- Degree or diploma in Engineering or Computer Science.
- Familiarity or experience working with Business solutions from Utility Partners, such as Schneider Electric and Trimble.
- Prior consulting services, sales support or sales engineer experience.
- Bilingual (English/French).

We look forward to receiving your application! Please send your resume and optional cover letter to jobs@esri.ca.

Esri Canada fosters a dynamic and inclusive work culture, the opportunity to build your skills, and the flexibility to work remotely or at any of our offices across Canada. Occasional travel to corporate offices or customer sites may be required for certain positions. We offer attractive salaries, a stable work environment, and an outstanding benefits package with ample vacation time. Esri Canada values employment equity and will provide accommodations upon request at any stage of the hiring process. Our hiring process includes background checks as a condition of employment.