



Geospatial Technical Support Specialist

Job Description and Required Qualifications and Experience

Company Background/Description

Waypoint Technology Group, LLC (Waypoint) is a growing firm dedicated to providing our customers with the latest available GNSS and Optical/Robotic Surveying and Mapping/GIS technology through product sales, rentals, training, technical support and related consulting services. Our company is primarily engaged as a regional distributor for Trimble, Inc., a worldwide leader in the Geospatial industry, and our principal sales territory with Trimble encompasses all of New York and New England along with New Jersey. We have successfully operated as an authorized Trimble reseller for more than 25 years and are one of only 12 Trimble distributors currently based in the United States. We serve a variety of markets that include Surveying, Engineering, Architectural and many other types of design/build related industries.

Waypoint is currently seeking a qualified professional to work with us as a Geospatial Technical Support Representative, a key position which is intended to help fuel the significant growth of our business over the next 2-3 years and beyond. In this position, the selected candidate will have the opportunity to participate in a wide range of Waypoint business activities related to our Trimble hardware & software sales, equipment rental, customized training, and solution-based support.

Job Description and Responsibilities

As a Geospatial Technical Support Specialist, the job duties and responsibilities will include the following:

- Troubleshooting customer technical support issues and coordinating Waypoint's Enhanced Technical Support Plans" for Trimble Survey Customers;
- New product testing & analysis to provide an overall briefing to the sales team
- Meeting with prospective and established customers and performing on-site product demonstrations and installation services for Trimble Survey and Mapping/GIS Systems;
- Developing customized Training agendas and providing training services for Waypoint Survey Customers
- Networking with other Geospatial Dealers, vendors and various specialists in the Geospatial industry as needed to follow product trends, customer needs and various applications for Trimble Surveying and Mapping/GIS systems;
- Processing service work orders and defective product replacement (DPR) requests through Trimble's Dealer Support Services online portal;
- Assistance with product setup, configuration, testing and overall QA/QC prior to system sales & rentals
- Developing and maintaining a library of Tech Tips and other support resources related to Trimble Survey systems;
- Attending and exhibiting at specific industry trade shows and conferences;



- Providing general support for other Survey Sales and Marketing initiatives including e-mail marketing campaigns; seminars; print advertising and website updates

Qualifications and Experience

The ideal candidate for this position will be a self-motivated professional with a broad range of experience in the surveying, engineering and/or GIS fields, with an emphasis on technical applications and workflows used by field and office professionals working in these industries. A strong background in information technology and data management is also essential. A bachelor's degree and minimum of 5-10 years of experience in a related position and field is required. Relevant experience in the Geospatial industry and existing knowledge of Trimble products and solutions is preferred but not explicitly required. What we are most interested in is an individual with strong technical skills, who collaborates well with others, and who has the ability to solve problems and resolve the types of issues that our customers typically encounter so that they can extract the maximum value from the Trimble hardware, software and related products that we sell.

Salary and Benefits

The starting salary for this position would be in the range of \$65,000 - \$85,000 per year, with opportunities to earn additional income during the year based on performance. In addition, the following employee benefits would be offered:

- 15 paid vacation days in the first year of employment, increasing to 20 days per year after 5 years of employment;
- 5 paid sick days per year;
- Health-insurance coverage provided through the local Chamber of Commerce where the company pays 70 percent of the cost of individual or family plan premiums;
- Participation in our Professional Development program where the company would pay for the cost of "essential" training and potentially share in the cost of other "discretionary" training and education that is mutually beneficial.
- Eligibility to participate in a company-sponsored retirement plan within two years of employment or sooner; and,
- Eligibility to participate in a periodic incentive bonus program, whereby you could receive discretionary bonus payments based on personal performance and company profitability.

After six months of employment with us, an evaluation would be performed at which time we would reassess salary level and benefits and make any adjustments that might be appropriate at that time based on progress and performance.