

GIS/GPS Customer Support Technician June 2008

Electronic Data Solutions (Elecdata) is an authorized distributor and system integrator for mobile data collection solutions. Since 1986, Elecdata has built its reputation by supplying quality instrumentation that includes GPS systems, GIS software, laser rangefinders, rugged field computers, and water level/quality monitoring systems along with unparalleled support to our customers. Elecdata is one of the largest Trimble MGIS dealers and an ESRI Foundation Business Partner. Our customer base is served by 23 employees, with eleven working from the main office in Jerome, ID and twelve working from remote field sales offices around the U. S, coupled with a network of business partners. Our company philosophy is based on long-term relationships with our customers, staff, and the companies we represent and partner with.

The successful candidate for this position will have a proven ability to interact well with clients and associates having varying degrees of GPS/GIS proficiency. You must be self-motivated, have a "go-the-extra-mile" attitude and display strong written and oral communication skills. Since software and hardware systems change rapidly, you must have a high aptitude for technology, a good attention to detail and the ability to adapt to constant change.

Job responsibilities include providing email and telephone support to customers and colleagues for Trimble Mapping & GIS products, ESRI ArcPad, and related peripheral products so customers are satisfied and realize an immediate return on their investment. You will also work within Elecdata technical support group to promote support and repair services products to clients. The job also includes participation in implementing, testing, documenting new GIS-based software and hardware applications produce by Elecdata as well participation in providing end-user data processing and fleet management services. You will be required to pass certification tests and to attend appropriate live and on-line factory trainings as well as to be self-motivated to do appropriate research, reading, and hands-on testing to keep up to date.

Experience Required:

- 2-4 years GIS experience, especially with ArcGIS Desktop, geodatabase, or ArcGIS Server/ArcSDE
- GPS/Mobile GIS Project Management experience with proven ability to support GPS/Mobile GIS users
- Trimble GPS and ArcPad experience
- Experience working with or developing custom applications is a plus
- Experience leading/managing people is a plus

Please email resume to elecdata@elecdata.com or send resume to Elecdata, P. O. Box 31, Jerome, ID 83338.