

## **Job Position: GIS Specialist**

### **General**

We are looking for a few good team members who have a unique combination of strong technical and customer service skills. Join the team whose mission is to put into practice ESRI's long standing commitment of serving and responding to our user community.

### **Responsibilities**

- Provide high-quality support to end users of ESRI software to solve technical problems quickly and effectively
- Document technical issues through incident tracking, Knowledge Base articles, and submission of software defect/enhancement requests
- Test software and hardware to troubleshoot issues and evaluate solutions
- Test new release of GIS, GPS, and remote sensing software
- Determine or recommend software changes to customers
- Localize and translate software, technical and marketing document between English and Vietnamese
- Utilize and develop problem-solving skills, communication skills, creativity, and knowledge of ESRI products

### **Requirements**

- Bachelor's or master's or equivalent work experience in GIS, geography, computer science, information systems, engineering, environmental science, urban planning, or a related field. A master degree graduate is preferable. 2-3 years of related experiences in GIS is required.
- Excellent customer service, analytical/problem-solving, and written and verbal communication skills both in English and Vietnamese
- Possess a clear understanding of GIS theory and applications
- Familiarity with and ability to communicate GIS and technical terms and/or technical information
- Working knowledge and experience in the use of Windows operating systems
- Working knowledge and experience using ArcGIS Desktop, ArcGIS Server, ArcIMS, ArcInfo Workstation, ArcView, or other ESRI software products
- Familiarity with ArcGIS Desktop extensions (preferably ArcGIS Spatial Analyst and ArcGIS 3D Analyst)
- Working knowledge and experience with ESRI geodatabase schema and behavior

### **Recommended Qualifications**

- Working knowledge/experience in customer service/software support
- Familiarity with ArcObjects/VBA/Python scripting and programming
- Familiarity with Web GIS programming and concept
- Working knowledge and experience with hardware-related issues

**Please submit your application and resume to [recruitment@esrivn.com](mailto:recruitment@esrivn.com)**



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