

POSITION: Customer Success Specialist**JOB TYPE:** Full-time**ABOUT SOLINFTEC**

Solinftec is a global leader in digital agriculture, providing actionable insights to farmers. We deliver operational efficiency and agronomic efficacy by developing and using the best available technology in IoT (Internet of Things), telecommunications (satellite, mobile, mesh, low power wide area), data processing (cloud and edge) and data sciences (linear algorithms and artificial intelligence, or A.I.).

The Solinftec platform is scalable, and it tackles the core bottlenecks of agricultural production in 10 different countries and multiple crop types. Solinftec's platform receives and processes real-time data from more than 18 million acres and over 30,000 agricultural machines, and integrates remote sensing and external data sources. We deliver automatically generated recommendations through mobile devices, onboard computers, and a web platform. Solinftec is always aiming to help farmers do more with less, as well as doing the right thing. For more information about Solinftec Company, visit the web site www.solinftec.com.br

POSITION SUMMARY:

The position requires technical and operational knowledge about the digital agriculture solutions commercialized by Solinftec. Also, it requires background knowledge of the agricultural processes of the customers where these solutions will be implemented (agricultural machinery, type of implements, the impact of climatic conditions on operations, main inputs used, agricultural process planning, etc.). This knowledge will be used to improve the customer's learning process with new technologies and to meet the needs and expectations of the client as quickly as possible.

The customer success specialist is responsible for planning, coordinating, and executing all stages the deployment of the solution in our clients, in pilot or sold projects. The customer success specialist is also responsible for after sales technical assistance when required and to maintain an excellent relationship with the clients.

EXPERIENCE:

0 to 2 years working with Agriculture processes or with technologies for agriculture.

0 to 2 years working with Automation, Electrical, Mechanical or Computer Systems or similar.

SKILLS & QUALIFICATIONS:

- Bachelor's degree in any of the following majors: Agronomy , Automation Engineering, Electrical Engineering, Mechanical Engineering, Computer system Engineering or similar
- Facility to understand new technological solutions for digital agriculture and their impacts on agricultural processes
- Ability to face new challenges and overcome them
- Analytical skills, present and discuss results for different projects
- Outstanding organizational and communication skills
- Customer relationship management abilities
- Strong verbal and written communication skills
- Proactive problem solving and prioritization abilities to achieve goals

- Basic skills with computer systems and software
- Ability to work in a team environment
- Driving license is required

ADDITIONAL SKILLS:

- Experience in AgTech or Precision Agriculture will be a differential;
- Project management experience will be advantageous;
- Knowledge of Spanish or Portuguese is a plus.

MAIN DUTIES & RESPONSIBILITIES:

- Will be the primary technical contact between Solinftec and the Customers. In order to facilitate the process of customers adopting new technologies, understanding their needs and business objective, and identifying how our company can add value with novel solutions.
- Maintaining the client's relationship and frequently follow up with projects, to keep customer retention at very high levels, and allow to increase sales of new solutions or cross-selling.
- Will be responsible for: planning, executing, training, and presenting results and technical support for our clients with pilot or sold projects. Which will show the company's solutions, and how our technology adds value in the operations, overcoming the client's expectation.
- Interact with different teams (IT, Installation, Firmware, APK) during the deployment of the solutions that will be implemented in pilot or sold projects.
- Know in depth the technical and operational details of the solutions that will be deployed to the client (installation, programming, and configuration of the hardware, setup, and functionalities of the mobile application, configuration, and functionalities of the monitoring system).
- After completing the project deployment process, maintain frequent contact with the clients to verify the operation of the implemented solutions, and offer full assistance for doubts clarification or troubleshooting.
- Quick decision making focused on, project success and customer satisfaction;
- Document the implementation project activities in a complete, accurate and efficient way using the tools established by the company;
- Know the strategy and prioritization of the product roadmap to keep the customer updated about the new solutions that can be incorporated into their processes and how the latest technologies add value.

AVAILABILITY TO TRAVEL:

We are a global company with projects in the US and all continents.