

About Esri Malaysia

The Global Geospatial (GIS) Solutions Market size is expected to swell to \$549.1 billion by 2025, rising at 15.6% CAGR during the forecast period with Asia Pacific leading the charge.

Development of smart cities and urbanisation, integration of geospatial and mainstream technologies and growing adoption of location intelligence in businesses and public services are the market's key driving factors.

Esri Malaysia is Malaysia leading GIS solution provider. A GIS pioneer in the country since 1983, we play a key role in furthering the adoption of modern geospatial capabilities that support Big Data, Machine Learning, Artificial Intelligence, and Real-Time Analytics.

Our users span across industry domains, from national planning, public safety, city management, oil and gas, agriculture to utilities adopting GIS technology – Esri's world-leading ArcGIS platform – as an integral part of their business for better decision-making and business outcomes.

We are looking for individuals who are customer-oriented and collaborative team players who enjoy identifying and implementing strategies that will resolve business challenges and deliver real-world value and impact.

Program Specialist (Senior)

How will you benefit from this role?

1. Learn and grow together with a fast-growing multi-national company led by experienced management. You will have the benefit of learning together with colleagues and business associates from offices around the world.
2. Learn how spatial analysis can solve user's challenges with geospatial insights and produce better decisions.
3. Be recognised as a trusted partner to lead organisations in the adoption of one of the fastest growing technology trends in Malaysia and the region.

Key accountabilities

» Delivering high quality scalable applications
» Support Daily Operation of customer for Esri Product onsite/remote
» Contribution to the team
» Business Discipline
» Productivity

Core Responsibilities

- » To be fully conversant and proficient in the entire ESRI software technology offering, from desktop, Server to mobile capabilities.
- » To support daily operation of customer for ESRI product onsite/remote. This includes providing high-quality onsite support, troubleshooting, advisory, and explaining ESRI capabilities to our end users and solve their technical issue quickly and effectively.
- » To perform software installation and upgrades where applicable
- » To perform software configuration, changes, updates according to customer requirement.
- » To identify, understand, and recommend solutions for customer issues or questions using working knowledge of ArcGIS including ArcGIS Desktop, ArcGIS Server, and related ArcGIS Server products and technologies.
- » To understand the capabilities between ESRI technology and customer non-GIS information systems.
- » May also work in other technical areas of software support as customer and business needs demand.
- » To be able to assist users in both object and relational spatial databases, including Oracle, MS SQL and UML, ESRI Geodatabase, and ArcGIS Server object database.
- » Consult with stakeholders to gather requirements, understand objectives and prioritize business goals and deliverables related to daily request from customer
- » Ensuring Service Management service levels are met
- » Maintain and/or develop reporting for monthly reporting and continued process improvement

Program Specialist (Senior)

- » Consult with stakeholders to gather requirements, understand objectives and prioritize business goals and deliverables related to projects
- » Present operational and service level reports and explains service level support available to internal or external customers
- » Provide training and mentoring for functional teams to ensure that process guidelines are understood and followed
- » Attain Esri Certifications.
- » To support and undertake any other tasks as requested or assigned by the reporting officer.

Personal requirements

- » More than 5 years working experience; preferably minimum of 4 years' experience in GIS.
- » Degree in GIS/Computer Science/Information Technology/Software Engineering or a related discipline.
- » Experience in IT and Networking field is an advantage
- » Esri Certified professional is an advantage
- » Strong problem solving and creative skills and the ability to exercise sound judgment and make decisions based on accurate and timely analyses
- » Possesses excellent written and oral English skill