About Esri Malaysia

We are a multi-national organization specializing in enterprise software solution for large public sector customers, GLC and corporates in Malaysia. We expanded our business to Malaysia in 1983 and have since developed a loyal customer base leveraging on strong brand recognition, globally proven solution and industry expertise in Malaysia, South Asia and USA. We have largest market share and business growth is promising. Existing pool of resources can provide high quality consultancy services, project implementation and comprehensive customer support. However due to rapid growth we seek qualified and enthusiastic professionals with various skill sets and positive attitude to be part of our growth expansion.

Technology Consultant

Overview

The Technology Consultant (TC) supports sales productivity and deal flow by securing the "technical close" in complex solutions. The TC collaborates with presales, sales, service delivery, and technical support resources to ensure proposed deals include technical solutions that accurately address customer needs and are appropriately supported by key customer technical decision-makers.

TC will support Esri Malaysia Sales & Business team throughout the sales process including but not limited to, sales support, bid support, and technologies updates. This includes the conduct of client demonstrations and solution designing using Esri technologies.

Reporting to the Pre-Sales lead, the TC reports on a dotted line to the sales manager or business account manager responsible for the sales team supported.

Key accountabilities
» Delivering high-quality scalable applications
» Business discipline
» Contribution to the team
» Productivity
» Innovation

Esri Malaysia Sdn Bhd (101958-M)
Unit 3A-1, Level 3A, Tower 2B, UOA Business Park,
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Role and responsibilities

›› Be familiar with all of the Esri software products, and other complementary software products and solutions offered.

›› Proactively learn and familiarize oneself with the latest and upcoming Esri technologies.

›› Work with customers to understand their business goals, activities, workflows, needs and determine how GIS technology can help the customer accomplish their goals.

›› Proactively scopes the technical solution required to address customer requirements, assesses customers met and unmet needs, and recommends solutions that optimize value for both the customer and the firm.

›› Secures input from all necessary solution stakeholders within the customer firm. Adapts solutions, as necessary, to ensure appropriate support.

›› Conduct product and custom demonstration using Esri technologies and relevant partner's solutions.

›› Conduct onboarding of Esri technologies to team members and partners.

›› Perform system sizing, prepare, and draft technical specifications, produce services effort sizing and support in sales bidding processes.

›› Provides technology updates to customers and Esri Malaysia partner network and participates in Esri Malaysia events and conferences.

›› Provides coaching and professional development to team member sales associates in order to enhance their product knowledge, technical acumen, and technical sales skills.

›› To support and undertake any other tasks as requested or assigned by the Management.

›› Advise customer/partner on relevant products selection.

›› Perform technical assessments on customers' Esri infrastructure products and IT implementation.

›› Work closely with respective industry consultants to assist in Esri product enablement.

Personal requirements

Core Skills and Attributes

›› Between 1 to 3 years working experience in technical implementation or relevant pre-sales activities; Proven experience in the application of GIS concepts and technologies.

›› Experience in producing proposals and support tender bid processes.

›› Possess understanding of IT concept to deploy infrastructure-based software effectively.

›› Degree in Computer Science/Information Technology/Software Engineering or a related discipline.

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- » Analytical and possess good problem-solving skills and proven ability to diagnose business problems.
- » Strong interpersonal and communications skills, both oral and written in Malay and English.
- » Desire to learn Esri technologies and IT.
- » Possess effective presentation and relationship building skills.
- » Strong communication skills, including to non-technical audiences.
- » Working knowledge in the following will be an advantage:
  - o Esri's ArcGIS and general IT system design/infrastructure (including enterprise GIS) is an advantage.
  - o RDBMS such as Ms SQL Server, Oracle, PostgreSQL is an advantage.
  - o Virtualization and cloud deployment concepts.
  - o Web Technologies.
- » Possession of Esri/IT Certification will be an advantage.

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