

ANALYST TRAINEE GIS, MUMBAI , MAHARASHTRA

Industry	IT-Software/ Software Services
Job Title	Analyst Trainee GIS
Company	Cybertech Systems And Software Ltd
Job Location	Mumbai
Experience	0 - 2 yrs
Company Profile	

A leading company.

Job Profile

Provide world-class technical support to end users of ESRI software to effectively diagnose and resolve incidents, while making a positive impression

Work well in a high energy, fast paced, enthusiastic, positive, and collaborative culture

Identify, understand, and articulate solutions for customer issues by means of ArcGIS knowledge including ArcGIS for Desktop, ArcGIS for Desktop extensions, and other related desktop technologies

As the Subject Matter Expert, document technical issues via incident tracking which involves authoring, technical editing, and publishing of Knowledge Base articles as well as authoritative online content

Interpret user issues to determine or recommend software changes to product engineers

Work in other technical areas of software support as customer and business needs required.

Skills Required

Excellent communication (written and oral) skills

Excellent customer service skills

Technical Skills

GIS concepts, Networking and Good Knowledge of programming (.Net/Java)

Experience in working with ESRI suite of products (ArcGIS Desktop, ArcGIS Server, Arc Objects) will be an added advantage