



## Customer Support Specialist

Full time

Location: Zagreb Office (Vurovčice ul. 21)

We are looking for a Customer Support Specialist to join our team!

Our ideal candidate is a passionate, detail-oriented and fast learning individual with GIS knowledge and background, possessing excellent English language and communication skills to work alongside our Consultants and Solutions Engineers to resolve customer issues and help them get the most out of our platform.

As a Customer Support Specialist, you will work closely with our first-level Customer Success Experts and our QA Engineers to investigate, troubleshoot and resolve client support issues with GIS Cloud web and mobile apps. You will also be responsible for ensuring the delivery of reports in a timely and accurate manner and help enforce existing and build new processes within our Growth team.

Sounds like your cup of tea? Keep reading!

### Key requirements:

- Knowledge and experience in using GIS software, online or desktop
- Degree in geography, geodesy, GIS or related field
- Strong interpersonal skills and attention to detail
- Excellent written and verbal communication skills in English and Croatian
- Tech-savvy, passionate about maps, data, and innovative technology
- Resourceful, analytical, adaptable, and organized
- Ability to recognize opportunities for enhancement and continuous improvement
- Ability to represent complex ideas in a simple, easy to understand manner to a variety of audiences
- Ability to establish and manage practices through team collaboration and the understanding of business

## We'll consider this a plus:

- Knowledge of GIS Cloud platform and applications specifically is a big plus
- Working experience is not necessary, but it will be an advantage
- Experience in analyzing customer problems with respect to technical, business, and operational areas of customer service
- Knowledge of CRM systems
- Experience in Excel, Powerpoint, and Issue tracking systems (Jira, Trello)

## Your responsibilities:

- Providing support to customers, troubleshooting issues and identifying root causes
- Reporting user issues and requests, and contributing to the knowledge base
- Nurturing customer relationships and assisting with the onboarding process
- Collaborating with the services delivery teams to identify optimal solutions
- Always being up to date with new functionalities introduced in the GIS Cloud software
- Working and sharing information with other team members
- Providing feedback on current support and customer success processes and suggesting improvements

## You will benefit from:

- A team of experts in their field that you can learn a lot from (and they from you!)
- A motivating and enjoyable work environment for developing innovative technology that sets industry standards worldwide
- Working on a unique product (web & mobile), a platform that is continuously being perfected
- Continuous salary increases depending on individual performance
- Interesting and challenging tasks
- Working on individual and team projects
- Awesome homey office in Zagreb with free lunch and limitless coffee provided
- Flexible working hours and the possibility to work remotely
- A game room when you need a break
- Minimum of 25 vacation days (for when you *really* need a break)
- Multisport membership

## About us:

GIS Cloud is a SaaS company from Zagreb, developing and offering its own product - a collaborative mapping platform, used in more than 50 countries and by more than 150 000 users around the globe, including the USA, Australia, Denmark, Oman, Nigeria, Brazil to Japan, and more.

Our web and mobile mapping applications allow users to collect data, edit and analyze it, as well as share maps and data with colleagues and the public. As a cloud-based Geographic Information System, GIS Cloud was the first on the market back in late 2009, enabling organizations of all sizes to organize their work and information around maps, to be faster, more efficient and paper-free.

Some of our client stories include NGOs bringing clean water for residents in remote areas, organizations managing water or electricity networks and road infrastructure in cities, mapping Maori burial sites in New Zealand, and much more.

Adventurer Davor Rostuhar became the first Croat to conquer the South Pole on foot, and you could have followed his expedition on a map created in GIS Cloud.

Join our goal-driven team of experts and become a valuable part of our creative, collaborative culture in the energetic and fast-paced environment!

Apply on LinkedIn, or send us your CV and Cover letter at: [job@giscloud.com](mailto:job@giscloud.com)!