

SOLUTION SPECIALIST

Full-time job position • West Lafayette

About Solinftec

Solinftec is an innovative digital agriculture company rapidly expanding its operations in the US with 22 million acres, 30,000 machines connected, and 100,000 daily users. Solinftec was recently named “Most Innovative International Startup - Series A” by AgFunder. Solinftec is a leader in IoT and A.I. for agriculture, with several systems deployed in sugar, ethanol, corn, soybeans, cotton, and citrus.

The company develops hardware, software, mobile applications, integration with ERP legacy systems and telecom carriers, and creates value-added solutions for digital agriculture. Solinftec was founded in 2007 in Aracatuba, São Paulo, Brazil, and is now headquartered in West Lafayette, Indiana. As part of the company’s growth strategy, the international expansion plans include significant expansion in the United States and a presence in Latin America and Australia.

Visit <http://solinftec.com> for more information.

Position Description

The position requires technical and operational knowledge surrounding the digital agriculture solutions commercialized by Solinftec. It also requires background knowledge of the agricultural processes of customers where these solutions will be implemented (retailers and growers, agricultural operations, 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 Solution Specialist is responsible for supporting Solinftec customers through calls, online tickets, online chat, and virtual trainings. They will be the bridge between customers and other internal departments, documenting and passing along customer insights to improve Solinftec products.

Main Duties & Responsibilities

- Will be the primary contact point in TOC (Technology Operations Center). Facilitation of the solving of customer problems – via online tickets, chat, phone, email, or virtual trainings.
- Monitor and report to the responsible department about problems that may occur to the Solinftec internal system.
- Managing internal and external problems with the development department.
- Guarantee the Solinftec system is setup correctly for each client.
- Support the Customer Success Specialists in the field, providing operations and systems reports.
- Performing online training.
- Through visits and online meetings, maintain client relationships. Frequently follow up with projects, to keep customer retention very high and facilitate new sales and cross-selling.
- Interact with different teams during the deployment of our solutions, which will be implemented in pilot or commercial projects.
- In-depth knowledge of the technical and operational details of Solinftec solutions.
- Quick decision making - with strong focus on project success and customer satisfaction.
- Availability to travel

Experience

- 2 to 5 years working in Customer Service / Tech Support
- 0 to 3 years working with Automation, or Computer Systems or similar, or PLSQL
- 1 to 3 years working with Agriculture processes (row crop growers, retailers) and technologies for agriculture is a plus

Skills & Qualifications

- Bachelor’s degree in any of the following majors: Agronomy, Data Science, Computer Science, Information Technology, Computer Engineering or similar.
- Strong analytical and report building skills.
- Customer relationship management abilities.
- Skills with PLSQL, triggers and procedures.
- Basic skills Microsoft BI Technologies: SQL, SSAS, SSIS, Power BI
- Facility to understand new technological solutions for digital agriculture and their impacts on agricultural processes.
- Ability to face new challenges and overcome them in a high-pressure environment.
- Outstanding organizational and communication skills.
- Strong verbal and written communication skills.
- Proactive problem solving and prioritization abilities to achieve goals.
- Advanced skills with computer systems, Microsoft Office and software are a must.
- Ability to work in a team-oriented, collaborative environment.
- Collaborate with multi departments to improve products and design news offers as part of the Company’s portfolio.
- Driving license is required.

Additional Skills

- Experience in AgTech or Precision Agriculture is preferred.
- Training or similar training in project management will be a differential.
- Knowledge of Spanish or Portuguese is a plus.

Location

West Lafayette, Indiana

Send your resume to change.ag@solinftec.com to apply!