



## Phoenix Connect Client Experience Lead

DR Systems is a consulting and software development company that specializes in the natural resources and forest industry. We build off the shelf and custom software for use by the forest industry, First Nations, forest consultants and land managers. We are growing and are looking for people with a desire to contribute to a growing a company and have a direct impact on the company's results.

We are looking for a Client Experience Lead to become the expert on mapping and government submissions for our software application, Phoenix Connect. This product is used by clients a variety of land managers (e.g. government, consultants, forest companies, etc.) to manage all of planning and activities for both forest lands and roads. We are looking for someone with experience with GIS, forestry government reporting and is a strong proponent of providing excellent support experience to users, understanding that support is critical to the success of the software. This role is a mix of technical expertise that will drive the future development of the application and working with clients from implementation to full operational use. There is an opportunity to travel to attend conferences and meet existing and potential clients.

### This job is for you if you are interested in:

- Technical knowledge - Experience working with Forest Data Management Software and knowledge of other related applications used in the industry.
- Experience with GIS (including ArcGIS online) and BC MoF ESF submissions (FTA and RESULTS).
- Developing a thorough understanding of the company's software product and services and the markets we serve.
- Working with clients to ensure they have best experience possible with technology/software by helping using the software efficiently/effectively.
- Sharing your expertise on workflows, best practices with clients with a focus on government reporting and spatial data.
- Interested in Client relationship development – helping us build a bigger profile in the industry
- Product improvement – testing the application to ensure it meets all requirements before being released to clients.
- Identify new features or improvements for the software through client interaction and following industry/government changes.
- Customer Support - provide support to answer client questions and get them using Phoenix Connect efficiently.



**Desired Attributes & Experience:**

- 2 - 5 years of operational experience in the software industry in client support and QA
- Experience with the forest industry would be nice to have
- Bachelor degree or Tech diploma in Forestry, GIS or Software Development
- Successful experience in a teamwork environment but ability to work with limited direction – you have lots of initiative.
- Experience using technology in the forest industry and are keen to learn
- Willingness to learn about software development
- Excellent verbal and written communication skills
- Strong presentation skills

This position will suit someone who is a highly motivated self-starter and is passionate about providing a positive customer experience with our software and our team. This is an expanding position with room to grow and make it your own.

It is a full time permanent position. DRS provides a challenging and rewarding work environment with competitive wages, benefits plan, work location and schedule flexibility. We encourage and support professional development. Our office is located in Nanaimo but remote work is possible. Salary between \$70,000 – 90,000, based on experience.

Please apply by submitting a resume and cover letter with a summary of qualifications and experience to [info@drsystemsinc.com](mailto:info@drsystemsinc.com).

Visit our website: [www.drsystemsinc.com](http://www.drsystemsinc.com)