



# Forest Management Software (FMS) - Services and Support Lead

## The Position

We are looking for a Forest Management Software – Services and Support Lead for our SaaS platform, Silvacom FMS™ ([www.silvacomfms.com](http://www.silvacomfms.com)) - the most comprehensive cloud-based forest management software in the world. Working closely with our team of developers, designers, product managers, and support representatives, you will provide subject matter expertise in the field of forestry and provide services and support to our customer base while helping grow and scale Silvacom FMS.

## The Product

Silvacom FMS ([www.silvacomfms.com](http://www.silvacomfms.com)) is an Esri-based geospatial software solution that offers sophisticated, powerful and easy-to-use workflows. Created in 2003, Silvacom FMS is an integrated system of geospatial cloud-based forest management applications that empower forestry companies to plan harvesting activities, track operations, manage silviculture, generate georeferenced maps and much, much more. Silvacom FMS is a SaaS product of Silvacom ([www.silvacom.com](http://www.silvacom.com)).

Just like the FMS product, our FMS team is growing, and we are looking for detail oriented, high-performing people to join us and help solve problems in the forest management software space.

## The Company

Silvacom FMS is a product of Silvacom, an award-winning company and one of Canada's Top Small & Medium Employers and Alberta's Top 75 Employers. At Silvacom, Corporate Social Responsibility is a part of our company fabric. We are socially accountable, to ourselves, our stakeholders, and the public.

We like to work-hard, play-hard and enjoy fantastic company events like:

- Video Game Night
- Bacon Breakfast
- Family Picnic
- Awards Night
- Public Skating
- Escape Room Events
- Pizza Day
- K-100 Relay Race
- Halloween Party
- Chili Cook Off
- Christmas Gift Exchange



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We also offer:

- Medical/vision/dental benefits
- Flexible Spending Account (FSA)
- Company sponsored RRSP plan
- Fresh snacks and Starbucks coffee

### Who you are:

You are highly personable, have strong communication skills and have forest management experience working in the forestry industry in western Canada. When a customer signs up, you're driven to ensure that they are onboarded and trained so they can leverage the power of Silvacom FMS for their day to day forest management needs. After they're onboarded, you enjoy touching base to build client relationships. If a customer needs help, you're responsive and can follow up quickly. You like to take ownership of whatever you work on and would thrive in a collaborative environment focused on growing a SaaS to the next level.

### What you will do:

- Confidently learn about Silvacom FMS, workflows and use cases as the product evolves;
- Work with our forestry clients to support their planning, silviculture and operations departments;
- Engage in customer onboarding activities and check-ins with clients;
- Manage and respond to support requests to ensure the most efficient and effortless experience for our clients;
- Review and follow-up on customer feedback;
- Perform and monitor quality assurance tests in collaboration with the Product Team;
- Triage and task definition when required for customer success;
- Collaborate with internal teams to develop training, onboarding, and support content.

### The Ideal Candidate

- Proficiency with customer or client interactions and relationships;
- Experience using GIS software and/or relational databases;
- Knowledge of business and regulatory requirements for forest management in western Canada;
- Eligible to become a registered professional forester (RPF) or registered professional forest technician (RPFT);
- Experience with ticket management systems (e.g., Freshworks or Jira);
- Understanding of cloud-based technology;



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- The ability to effectively influence and communicate cross-functionally;
- Excellent written and verbal communication skills;
- Superior customer service skills with the ability to identify customers' emotional and rational needs and respond with empathy, authenticity, and efficiency;
- High attention to detail, and an ability to point out inconsistencies in processes;
- Strong work ethic, drive and sense of team;
- Agility and flexibility in what is being asked of you and a willingness to adapt.

### Required Experience

- An undergraduate degree in Forestry, Environmental Science, Natural Resource Management or Geographical Information Systems (GIS), diploma or equivalent experience and training;
- 3+ years' experience in the forestry or natural resource management industry (preferred);
- Proficient user of MS Office applications.

### Seem like a good fit?

Please email your resume with cover letter in MS Word or PDF file format to [silvacom@silvacom.com](mailto:silvacom@silvacom.com). Also, please indicate where you saw our ad listing. If applying, please view our privacy policy. We thank all applicants for their interest; however only those selected for interview will be contacted. No phone calls please.