



Careers at ESRI in Support Services

Be a Part of Our Customers' Success

ESRI is a company unlike any other. We develop geographic information system (GIS) software, a critical technology that enables organizations worldwide to more effectively carry out their missions, improve the bottom line, and make a positive contribution to society and the world.

Innovative technology such as GIS attracts a special group of people. ESRI staff is committed to helping our user community be successful, no matter what role they have. The Support Services team provides world-class technical support to allow our customers to make effective geospatial decisions and do work that makes a difference.

We know the importance of being available to our customers. That's why we put as much effort into software support as we do software development. Sharing new information, being responsive to change, and working through problems and solutions together are part of our responsibility to provide a comprehensive and reliable technical support program.



A Career in Support Services

Support analysts provide timely, expert assistance to our customers by phone and e-mail to solve technical problems quickly and effectively. They also test software and hardware to troubleshoot issues and evaluate solutions, resulting in an exciting opportunity to work with our development teams to determine or recommend changes to ESRI's cutting-edge software products.

There are five areas in which support analysts specialize—desktop, database, server application, implementation, and programming. Qualifications for these positions vary but, in general, we seek candidates with excellent customer service, analytical/problem-solving, and written and verbal communication skills. A clear understanding of GIS theory and applications and the ability to communicate GIS and technical terms and information are also required. Opportunities are available at our Redlands, California, headquarters as well as our Charlotte, North Carolina, regional office.

Join the team whose mission is to put into practice ESRI's long standing commitment of serving and responding to our user community. Learn more about a career in Support Services at www.esri.com/tscareers.

Support Services' Mission Statement

We provide world-class technical support to help our customers achieve success with ESRI products, make effective geospatial decisions, and do work that makes a difference in the world.

Support Services' Core Values

As a company uniquely positioned to transform the way the world manages geospatial information, ESRI is committed to the community, our customers, our employees, and our partners. ESRI Support Services' core values are at the heart of our company's culture. They guide the behavior of our support staff every day and help our customers achieve greater heights of success.

- **Service Excellence**—Support Services is committed to providing a consistent level of personalized support to our user community. Support analysts are available and prepared to provide assistance to our customers on first contact. We understand the changing needs of individuals and businesses and work with our customers to provide skilled specialists based on customer requirements and schedules.
- **Dedication**—We are aware of and concerned about the challenges our customers face. Because of this, we are dedicated and passionate about providing focused, prudent support. We strive to assist our users with the successful implementation of GIS as a tool for effective decision making and geospatial planning.
- **Respect**—Respect for our customers is always in the forefront of our minds. We are sincere and keenly interested in supporting their work with GIS. Through their continued ingenuity and imagination, our customers inspire and motivate us to deliver tailored support to meet their changing needs. We are individuals, groups, units, and a department. Collectively, we are a unified support organization built on admiration and respect for one another.
- **Community and Collaboration**—We are committed to fostering a positive community environment, wherein each person experiences a sense of belonging and involvement. We value all relationships and take responsibility for nurturing trust, respect, and good will. We are a voice for our customers, always making sure to convey and address their issues accordingly. Collaboration with our customers allows us to examine issues through multiple perspectives, providing a broad range of ideas and solutions. Through our support of and involvement with our user community, we continually strengthen our relationships with our customers while they become greater advocates for GIS.



Meet Landa

*Technical Support
Assistant Manager*



I started at ESRI in 2001 as a support analyst, helping our customers solve hardware-related issues. After five years, I moved into my current position.

It's exciting for me to take on a new role and continue to work so closely with our customers.

Working at ESRI is all about learning. That keeps me interested. When given the opportunity to learn more about GIS, I worked on a project to map where everyone in the department was from. Not only did I learn the basics of using our software, but I also learned more about the people that I work with.

There are always new opportunities at ESRI and more that I can do. Each role I've had has presented new and exciting challenges and advanced my professional growth. The people here are always willing to help you take your career in the direction you want to go.

Hear what other Support Services employees have to say at

www.esri.com/tscareers

- **Teamwork**—We value, promote, and encourage teamwork, as it fosters our continued success as a support organization. Teamwork within units and across Support Services allows for collaboration, integration, and diversity in the solutions that we provide to our customers. We communicate openly and share ideas in order to strengthen our reputation as an unparalleled support organization.
- **Performance**—We understand that our success directly contributes to the success of our customers. We recognize and reward outstanding performance. We set high standards and hold ourselves accountable for achieving our goals. Our demand for excellence allows us to provide the highest level of customer service and satisfaction while continually pushing ourselves to exceed our expectations.
- **Employee Empowerment**—Our employees take pride in their work and the support they provide to their customers. We encourage, trust, and empower our employees to further the shared mission of support excellence. We strive to provide opportunities and an environment where our employees can reach their full potential as talented and creative professionals.