Solinftec
Field Support Specialist

<u>**ABOUT SOLINFTEC**</u>
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, with the US office headquartered in 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.
For more information about the company visit https://solinftec.com/

<u>**POSITION SUMMARY:**</u>
The position requires technical and operational knowledge surrounding the digital agriculture solutions commercialized by Solinftec. It requires background knowledge of the agricultural processes of customers where these solutions will be implemented (Ag retailers and growers.). This knowledge will be used to improve the customer's learning process with new technologies to meet the client's expectations as quickly as possible.
After a sale has been made, the Field Support Specialist is responsible for planning, coordinating, and executing all stages of deployment necessary for the solution in our clients' operations. Including but not limited to: Training and troubleshooting the solution based on the customer's needs, weekly communication with the customer, and presenting seasonal data. The Field Support Specialist is also responsible for maintaining an excellent relationship with the clients during and beyond the implementation process.

<u>**MAIN DUTIES & RESPONSIBILITIES:**</u>
- Responsible for leading the training, execution, presentation of results, and technical support for clients with pilot or commercial projects.
- Maintain client relationships through onsite visits, online meetings, frequent follow-ups, and necessary projects to keep customer retention high.
- Understanding the customer's needs and business objectives and identifying how our company can add value with novel solutions.
- Serve as the primary contact between Solinftec and the customers.
- Interact with different teams (IT, Sales, Product, Research and Development) during project implementation.
- In-depth knowledge of the technical and operational details.
- Quick decision-making ability focused on project success and customer satisfaction.
- Document the implementation of project activities in a complete, accurate, and efficient way.
- Stay up to date on the product roadmap to keep the customer updated about the new solutions.
- Work with Field Team members to perform Solix robot responsibilities within the field.
- Ability to travel within designated territory.
- Willingness to work extended hours and occasional weekends throughout the spring and fall season.

EXPERIENCE:

- 1 to 3 years working with agriculture processes (row crop growers, retailers) and technologies for agriculture.
- 0 to 3 years working with automation, computer systems, or similar experience accepted.

SKILLS & QUALIFICATIONS:

- Bachelor's or Associate's degree in Ag Business, Ag Technology Management, Agronomy, or related fields.
- Basic Mechanical Knowledge.
- Ability to lift up to 50 pounds.
- Ability to understand new technological solutions for digital agriculture and their impact.
- Self-motivated and capability to work independently.
- Hands-on experience with farming and/or machine operation.
- Ability to face new challenges and overcome them in a high-pressure environment.
- Demonstrated critical thinking, analytical, and problem-solving abilities.
- Outstanding organizational and communication skills.
- Ability to maintain discretion and work with sensitive and confidential subject matter.
- Ability to work in a team-oriented, collaborative environment.
- A valid driver's license is required.

ADDITIONAL SKILLS:

- Experience in AgTech or Precision Agriculture is preferred.
- Knowledge of Spanish or Portuguese is beneficial, but not required.

LOCATION:

Central Indiana (remote): Lafayette, Kokomo, Seymour, Columbus, Bloomington

Northwest Illinois (remote): Lanark, Milledgeville (Carroll County)

Classification: Full-time