

## **Drone and Product Support Specialist**

Pittsburgh based Identified Technologies is the fastest growing drone mapping and analytics company on the east coast and we're hoping you'll join our expanding team. [Inc.](#), [TechCrunch](#), [NBC](#), and [CNN](#) have recognized us for transforming job site management. Our integrated drone mapping solution takes care of everything from FAA compliance and flight planning, to advanced data analysis and insights. You push the start button on the drone and we take care of the rest.

### **Job Description & Responsibilities:**

Success in this role means our customers are able to realize value from the drone data and analysis software. In this role you will:

- Onboard and train new customers. They will learn how to fly our drones and use our web-based analytics software
- Provide on-going technical and product support by phone and email
- Track product usage to ensure customers are realizing value
- Stay up to date with new drone and software technologies from our partners like DJI
- Fulfill and test new drone orders
- Provide occasional flight support on site with clients

### **Experience & Qualifications:**

A strong desire to help customers succeed and patience teaching new customers about technology are key to success in this role.

- Required experience – at least 2 years of working directly with customers and providing support
- Bonus if you have experience with technical support for hardware and software products
- Bonus if you have worked with DJI UAVs or RC aircraft
- Bonus if you have a proven track record growing existing customer accounts

### **About the Company:**

We help companies in construction and earth moving save time, money, and lives with 3D job site data and analytics. We have raised over \$4M in Venture Capital and are deployed on over 600 construction sites around the country. Do you have relevant professional experience and a passion for what we're creating? We hope you'll join our fun, fast growing startup team as we take flight!

**Applications/Questions?** Please e-mail your resume and an optional cover letter to [careers@IdentifiedTech.com](mailto:careers@IdentifiedTech.com) with the subject line "Product Support Specialist – Lastname, Firstname". Learn more @ [IdentifiedTech.com](http://IdentifiedTech.com)