



Technovation

Specialized to succeed

MYFARMWEB™ Support Specialist

General Information

| ITEM | DETAIL |
|--------------------|---|
| Appointment Type | Permanent |
| Starting Date | ASAP |
| Location | Pretoria/Wellington (Remote) |
| Remuneration | Negotiable depending on experience/qualifications |
| Own Transport | Required |
| Travel Requirement | Extensive in appointment area |

Company Description

We are a leading AgTech business that operates throughout selected international markets as part of a global group of Agri Technovation (AT) companies. As a fast-growing business, we are looking to expand our team with suitably qualified and experienced candidate/s looking for an opportunity to become part of our company and all it has to offer.

Science-based plant and soil health and nutrition is at the root of everything we do. Through our dynamic service offering (precision services, products and the use of our cloud-based data platform that supports informed decision making), we assist producers to increase their crop yields while reducing production costs. Our clients enjoy the benefit of one centralised access point for services, products and high-tech support. We also offer unique services to our clients, including MYSOIL CLASSIFICATION™, ITEST™ CARBOHYDRATES (first of its kind commercially available) and PICKLOGGER™, which offerings set us apart from our competitors.

A highly experienced leadership team drives the business with an acute ability to guide, inspire and lead all team members, ensuring strong focus on our mission - to create the most valuable synergy between crop performance and technology to all farmers.

We are immensely proud of what we have achieved so far and look forward to what's to come – new challenges, new solutions, more innovation.

Job Description

The MYFARMWEB Support Specialist position will support all end user queries on a daily basis.

Main Responsibilities

- Training end users on MYFARMWEB (face to face or remotely).
- Client communication & support (WhatsApp & Call Support).
- Solving end user queries (immediate solutions).
- GIS data uploads & capturing.
- Client and user onboarding.

Skills and Capabilities

- Excellent communication skills,
- Interpersonal skills to liaise with relevant stakeholders,
- A good understanding of GIS software and functions,
- Highly evolved problem-solving skills and,
- Be able to function well both as part of a team or individually.

Minimum Requirements

Qualifications

- Relevant tertiary qualification in GIS/Geomatics/trainer or any other relevant tertiary degree.

Experience

- Experience with working knowledge of GIS Software and functions.
- Experience in the agricultural industry would be advantageous.

Other specific requirements

- Problem solver that can take initiative.
- High proficiency in Microsoft Suite (Word, Excel, PowerPoint).
- Ability to maintain high standards under pressure.
- Fully bilingual (Afrikaans and English).

Application

| ITEM | DETAIL |
|-----------------------------|---|
| Application Deadline | As soon as possible |
| Required Documents | Curriculum Vitae, copies of Qualifications, Cover Letter (by email) |
| Contact Details | careers@agritechnovation.com www.agritechnovation.co.za |