

Corporate Overview

JSI (www.jsitelecom.com) is a privately owned company, comprised of over 350 employees in offices located in Canada, the US, Germany and Australia.

JSI was founded in 1979 and has a track record as a successful and profitable company with a reputation for exceeding customer expectations. Our customer base and long-term partnerships have positioned JSI as a market leader in investigative analysis solutions. JSI's 4Sight suite of products, specializing in data processing and analytics, offers versatile solutions that allow our customers to combine any number of disparate data sources into a highly intuitive and visually focused platform. With 4Sight, our customers spend less of their time working with their data and, instead, see patterns, understand trends and gain perspective.

In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), JSI will provide accommodation accessible formats and communication supports for the interview process upon request.

This position is located in our Ottawa, Ontario office and reports to a Product Manager.

Technical Product Specialist

The Technical Product Specialist will become an expert in all of JSI's awesome software products - from big data analytics to mobile apps and everything in-between. This employee will then use their newfound expertise to travel the globe making JSI customers happier than they could have ever imagined. This work will involve mentoring customers and sharing product knowledge and expertise; building product demos to support everyone from training, to support, and to sales. The ideal candidate has exceptional communication skills, a very strong technical background and a strong desire to travel – the **position requires at least 50% travel**.

Responsibilities

- Learn as much as possible about all of JSI's products
- Become product evangelist and tour the world sharing that knowledge and expertise
- Visit customer sites to run trials, perform product demonstrations, provide mentorship and other forms of informal training and support
- Help train and support internal groups such as Sales, Training and Support
- Design and deliver product demos and presentations
- Capture product feedback received from customers and other stakeholders; communicate that feedback back into the Product Management team

Knowledge & Experience

Education

- University degree or College diploma in computer science, engineering, information systems, etc.

Required Qualifications

- Expert in variety of software technologies
- Passion for learning new tools and technologies
- Killer communication skills (written and verbal)
- Minimum 2-3 years experience in the software field

Preferred Qualifications

- Experience with business development and/or sales support
- Experience presenting to groups
- Technical certifications
- Experience coding or scripting

Personal Attributes

- Self-motivated and capable of juggling many priorities
- Easy going and comfortable in a fun, unpredictable and fast-paced environment
- Loves to be part of a team but happy to work autonomously
- Strong analytical and problem solving skills with a high attention to detail
- German language skills would be an asset

Work Conditions

- Minimum 50% Travel
- Ability to obtain and maintain up to a top secret security clearance.

If you are interested in applying for this position, please submit your cover letter and resume to HR@jstelecom.com before Friday, April 12, 2019.