Geospatial Solutions Support Officer

About Us

We're a fast-growing tech company headquartered in Edinburgh. We are on a mission to enable zero deforestation and degradation, and support mass forest restoration. We do this by producing the highest quality nature mapping data products, and passing these to clients with high quality custom analysis and advice.

Our clients include major international companies (e.g. Apple), expert consultancies (e.g. The Biodiversity Consultancy), major NGOs (e.g. WCS and TNC), funders/sellers of carbon credits (e.g. Everland), and forest carbon project developers across the tropics.
All of our work is based on extensive scientific research with our expert science and technology team including 12 with PhDs in ecology or satellite science, and world-class AI and software engineers.

Role Overview

We are looking for a GIS professional with a strong interest in speaking to and supporting our customers to work in our Solutions Team. In particular, this person would support customers in getting set up on and using our geospatial web platforms, and produce maps and edit text and data in our reports.

The role would include:

- Data analysis, making figures/maps, and writing report text (based on templates) for reports on Nature Based Solutions projects using mapping data produced by our Science team.

- Providing technical support and user admin of our in house developed web platform. Including user training, first line user support, and operations tasks (geospatial and other data loading, configuration, etc.)
- General GIS support across teams, for example creating maps for marketing materials, support with pre-processing GIS datasets for the science team.

This role reports to our Reporting and Insights Lead, Dr Sophie Flack-Prain.

Role and Responsibilities:

- Data analysis, map production (using e.g. QGIS) and report writing based on pre-existing templates
- Extracting details from third party documents, for example carbon project 'Project Documents'.
- Providing technical support for users of our web platform. Answering questions, providing first pass technical assistance with issues, triaging issues, and escalating to Engineering team as needed.
- User and data admin of the web platform - running scripts to load data, add users etc.
- Providing customer training on the web platform.
- Managing the geospatial side of customer requests, for example coordinating an appeals process where a client might question specific aspects of our maps.
- General GIS support across teams

Profile/Experience

- Significant experience of using GIS software and manipulating GIS data, either gained from a degree in GIS/Geospatial studies or a related field, or equivalent industry/academic experience. We may ask you at interview to do the following tasks, and would discourage you applying if you would not feel confident with the following:
  - Demonstrate abilities to use QGIS to combine layers and create an informative
  - Demonstrate experience in running basic Python scripts for geospatial analysis.
- Proficiency in data analysis and visualisation, including excellent quantitative skills.
- Strong writing skills, with the ability to communicate complex information clearly and concisely.
- Strong organisational skills and attention to detail.
- Ability to work independently and as part of a team.
- Flexible, and excited to adapt to the needs of a growing business.

Desirable

- Strong interest in environmental applications of GIS, ideally in tropical forest contexts.
- Knowledge of the voluntary carbon market and/or forest conservation projects.
- Experience of Customer support, including first line handling of issues and triaging.
- Experience of running customer training in a web platform, or geospatial context.

What if you don't meet our spec 100% ?

There is no such thing as the perfect CV, or someone that checks every box. We need people to be able to do the job but also look at potential. So, we encourage you to apply even if your experience doesn't exactly match the role requirements but it would make you excited to come to work each day. You can address the gaps, and more, in your cover letter, if you wish.

Working for Space Intelligence

At Space Intelligence, we offer a competitive salary and benefits - 33 holiday days per year, an extra day off for your birthday, a good pension plan offering salary sacrifice for tax efficiency, an Employee Savings on Purchases Platform and an Employee Assistance Programme, as well as other benefits. We have a friendly, fun and supportive workplace, and we strongly value work-life balance. We are emphatically not a company with a long-hours culture, we are family-friendly and support flexible working and part-time, where possible. We also schedule a range of events including lunches, escape rooms, pub trips, crazy golf, bowling and much more. In addition, we do company and team away days.

We are, proudly, a diverse, multicultural team: with almost as many women as men (unusual in a tech/science company) and our employees come from 11 different countries.

Where will I work?

We are looking for a candidate who will be based in our office on George Street, Edinburgh. Most of our team are in the office most days, and we feel you will learn fastest if you are in the office most days too. However, we support hybrid working and would be happy for you to work 1-2 days a week from home.

Please note, if offered the role, at the start date, you must have the right to work in the UK and we currently don't sponsor work visas.

Salary

£25-30,000 per year, depending on experience/qualifications. Pro rata, if part time.

Adjustments (because we are not all the same)

We are committed to offering opportunities for all and we recognise that some people may need adjustments in order to participate fairly in our hiring process. If you require an adjustment (we have done this for others), please contact Helen, our Head of People and Culture (helen.scott@space-intelligence.com). Helen knows from first hand experience the importance of levelling the playing field and will do all she can to make your experience a positive one. This can include adjustments before submitting your CV, guaranteed in-person interviews (if virtual isn't your thing) and seeing the interview questions in advance. Please just ask.

How to apply

Please send your CV and a cover letter explaining why you're particularly suited for this role to careers@space-intelligence.com. Please also include your name in the title of any attached documents. This really helps our brilliant Office Administrator when doing her part in the recruitment process.

Closing date: Monday 29th July, 2024 @ 5 pm.