

APPLIED PRODUCT MANAGER, AGRICULTURE & FORESTRY

Toulouse, Paris or USA, full time

Delair

Delair is one of the world's most experienced provider of drone-based solutions combining its high performance, long range UAV hardware with sophisticated analytics technology and operational services. We enable enterprises to monitor and digitize their physical assets from the air and turn the collected data into valuable business insights. Our solutions are used globally by customers in industries such as utilities, construction, agriculture, transportation, mining and oil & gas.

By joining Delair America, you will participate in what is broadly recognized as the biggest technological paradigm shift of our generation: the digitization of the physical world. The combination of drones, Cloud-based services, AI (Artificial Intelligence) and Machine Learning, makes Delair a pioneer and leader in shaping tomorrow's technology landscape. It is in technical excellence and perpetual innovation process that we recognize ourselves.

This is why we encourage pioneering ideas and incent our teams to develop their creativity.

As a young, energetic and highly motivated team, we work in a stimulating and pleasant working environment. Dedication and innovation are rewarding and rewarded, giving you a unique opportunity to gain valuable and challenging experience in a rapidly growing business with passionate and easy-going enthusiastic people. Job description

Job description

The Applied Product Engineer will participate in pre-sales and post-sales activities for agriculture and forestry markets in order to present the technical capabilities of products to distributors as well as customers and to ensure successful implementation of products in real-world applications.

He/She will be responsible for providing detailed feedback and feature specifications on existing products from customer or sales department requests and will also contribute to the design and development of new products.

Your missions

- Support the sales team in providing technical expertise to key partners and customers in daily sales activities including during sales demos, field operations, product trainings and data processing activities.
- Work directly with customers and distributors to properly apply proven aerial survey and mapping procedures for flight planning, flight operations and post-processing in the context of their agriculture and forestry applications in order to improve project success and customer satisfaction rates.
- Interact with agriculture and forestry professionals at trade shows, conferences, seminars, webinars and other events.
- Assist customer support and sales teams in answering questions or investigating data quality issues raised by customers.
- Assist in the technical training of sales and support staff within the company and among distributors.
- Conduct drone product testing in real-world applications to assess product quality, identify needed feature enhancements, specify workflow improvements, and ensure market expectations are met.
- Collect, process, and package sample datasets in collaboration with the strategic marketing team in order to share with distributors and customers for marketing, training, and evaluation.

- Assist Product Managers with continual improvement of existing technical documentation based on customer feedback and input from channel partners.
- Compile and provide relevant and specific customer feedback to Product Managers on current products, the geospatial marketplace, competitive products, and industry trends.
- Assist in technical market research and engage in the design and creation of technical marketing materials for the sales team to positively influence sales activities.
- Help ensure that team and company objectives are achieved in terms of products and revenues.
- Work with product managers, developers, and engineers to specify and test product requirements, including documenting these requirements and tests.

The Profile

We are looking for someone having demonstrated a strong successful product experience with concrete achievements in the Agriculture or forestry industry, ideally in a high-tech environment or familiar with any key environment for our activity and/or application. Experience in the area of remote sensing applied to agriculture would be a plus. Knowledge about UAVs industry would be appreciated as well. We are looking for someone customer oriented, focused on customer and distributor satisfaction, with great autonomy and a very good analytical skills.

ATTRIBUTES

- Candidate must be able to identify and resolve customer engagement issues and escalate when appropriate.
- Must be focused on customer and distributor satisfaction.
- Must possess excellent customer service skills.
- Must have excellent verbal and written communication skills and be able to communicate technical topics in laymen's terms in person, on the phone, or in writing.
- Have the ability to study and research technical and market-related subjects independently.
- Must be able to present to a professional audience in person or via webinar while representing products and the company in a positive light.
- Strong Knowledge in agronomy, field trials or cash crops would be a plus.
- Strong Knowledge of GIS tools and remote sensing applied to agriculture or forestry.
- Must be flexible for occasional travel.

QUALIFICATION AND SKILLS

- Education Level: Ideally post graduate in agronomy with a specialization in GIS / remote sensing.
- 3 years minimum experience.
- Languages: English: Fluent / Other languages will be appreciated (French).
- Excellent verbal and written communication skills.
- Technical knowledge: Interest in the innovation, technical environment and drone industry or remote data acquisition (aerial, satellite, others).
- You are able to travel at least 10% of the time.

