



# Integrated Skills

## Job Advert

### Graduate Trainee - Products and GIS Support Consultant

ISL, a majority employee-owned company, is seeking to appoint an ambitious and astute Graduate to assist with testing, QA, implementation and software support to clients. Based at our head office in Leeds, and with the opportunity for flexible working, you will join our Client Services and Products team working with existing GIS-based solutions and the very latest software developments for our clients.

You will be educated to degree level in relevant subject with a keen interest in GIS and an aptitude for scripting, process logic and problem solving.

Training and continuous professional development will be provided internally and via Esri ArcGIS training & RouteSmart's Routing University skill-builder series.

ISL are market-leaders in the world of high-density route optimisation, and associated software solutions. This is an opportunity to be involved in the next phase of our development journey and be part of ensuring we deliver the high-quality, relevant and stable solutions to our clients, operating in the environmental services, post & parcel and utilities sectors.

The successful applicant will be rewarded with a competitive salary, 20 days annual leave (increasing to 25 days in year two) and participation in our employee-owned trust which, among other benefits, can include tax free bonuses and free flu jabs.

To apply, please send your CV and covering letter to: [careers@integrated-skills.com](mailto:careers@integrated-skills.com)



# Integrated Skills

## Job Description

### Graduate Trainee - Products and GIS Support Consultant

Job Title:	Graduate Trainee - Products and GIS Support Consultant
Location:	Leeds office based but with travel to clients in the UK and occasionally overseas plus other Integrated Skills Offices (Melton Mowbray, Guernsey)
Reports to:	Client Services Director
Staff Responsibilities	No direct staff responsibilities
Hours of work:	Flexible with core hours between 9.00 am and 5.00 pm, Monday to Friday.
<p>Summary of Initial Position:</p> <ul style="list-style-type: none"> <li>To be an active member of the ISL Client Services and Products team assisting with testing, QA, implementation and software support to clients</li> <li>To provide technical software and hardware support, including installing applications, investigating hardware problems and, when necessary, on-site troubleshooting</li> <li>To support and develop Python and RouteSmart for ArcGIS Macro Language scripts</li> </ul> <p>Long term:</p> <ul style="list-style-type: none"> <li>Independently implement and support RouteSmart for ArcGIS and related products (i.e. Network Analyst, ArcGIS Pro, ArcGIS online etc.) and other Integrated Skills web-based and mobile-based software</li> </ul>	

### Primary Responsibilities

Assist in preparation of hardware and software for delivery to clients	Supporting the implementation of new solutions
Testing and QA of new software and hardware solutions	To support and develop Python and RouteSmart for ArcGIS Macro Language scripts
Support customer's software queries as requested	Occasional travel to clients including overnight stays, and early starts

### Personal Specification

	Essential	Desirable
Qualifications & Training	Educated to degree level in relevant subject (environmental/GIS/software development/computer science).	Training in ArcGIS and relevant extensions; quality control; Python; Microsoft programming languages
Experience	None	Experience in a GIS/IT/software development role; Testing/QA; related university placement/work experience
Qualities and Attitude	Well-organised with good people and project management skills, initiative, good staff and client communication skills.	Problem solving
Product Knowledge	Aptitude to develop advanced skills in RouteSmart and ArcGIS; MS Office	Advanced ArcGIS skills and knowledge of other GIS systems

### Competencies

Analytical skills	Problem-solving approach, analytical, eye for detail. Able to understand complex workflow and map into software solutions
Team skills	Good interpersonal skills. Can build effective working relationships with colleagues and clients
Project management	Able to organise multiple projects simultaneously to deadlines. Problem-solving approach. Good time management skills
Communication	Effective communicator, on phone, in writing and in person
Driving licence	Clean driving licence desirable

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**Prepared by**

<b>Name:</b>	Andy Clewes	<b>Signature:</b>		<b>Date:</b>	08/12/21
<b>Title and/or Department:</b>	Client Services Director				

**Note:** This job description is not exhaustive and will be subject to periodic review. It may be amended to meet the changing needs of the business. The post-holder will be expected to participate in this process and reach agreement on any changes.



# Integrated Skills

## Company Description – Integrated Skills Limited (“ISL”)

ISL is a software and consultancy company with expertise in the development, installation and support of route optimisation software, operations management systems and GPS-based in-vehicle solutions. ISL is the leading distributor of RouteSmart for ArcGIS, having the rights to sell the software in the UK, Europe and the Middle East. ISL is also a partner with both ESRI and Ordnance Survey.

With a head office in Leeds and regional offices in Melton Mowbray and St Peters Port, Guernsey, the company currently employs 21 people providing software and related services. Our clients are spread throughout the UK, the Channel Islands, USA, Portugal, Italy, Spain and the Middle East, primarily in three sectors:

- Environment (municipal operations)
- Parcel & Post
- Utilities (meter reading)

In February 2021, the company became majority owned by its employees with circa 80% of shares held in a Trust that is operated for the benefit of all employees. Employees take an active part in determining the direction and culture of the company and can receive bonuses as a tax-free share of profits.

ISL’s company values:

- We are professional
- We have a ‘no blame’, supportive culture
- We promote work-life balance
- We do innovative, interesting work
- We provide high-quality support to our clients
- We enjoy working as a team

Our biggest asset is our team:

*“Integrated Skills is a good place to be. After 14 years here the company still carries the same values for which I joined; delivering interesting, enjoyable work - together. The employee-owned status is recent but only adds to those values”*

Stuart Henshaw, Business Development Director

*“One of the main reasons I joined Integrated Skills was the animated way in which the Directors spoke of the future plans for the company. It didn’t take long once joining to experience how every employee is welcomed equally as part of the team, personal growth is actively encouraged, as is the chance to participate in the success of the business. It’s a privilege to be involved in such a forward-thinking company”*

Jan Roche, Finance Manager

*“Having worked for Integrated Skills for the past 2 years I can honestly say it has been a pleasure. My fellow co-workers respect me and make me feel like a valued asset to the team. The team is extremely friendly which made joining a new company stress free”*

Simon Erskine, Software Developer

*“At Integrated Skills I have the opportunity to work with a great team of people on a variety of really interesting projects. Everyone has a voice and can contribute to not only the direction of their own career, but also the direction and success of the company”*

James Baker, Route Optimisation and Products Consultant