

Hydrosat is hiring: Customer Success Specialist – Remote Sensing & Irrigation

Hydrosat is seeking a remote sensing and irrigation specialist to join our Customer Success Team and help revolutionizing agriculture through cutting-edge technology. Our work is focused on empowering farmers with data-driven irrigation solutions that maximize yields, conserve resources, and promote sustainable practices. Join us to make a real impact in the world of precision agriculture!

About us:

Hydrosat is a data analytics company that is determined to solve the world's food challenges. We use space imagery to expand agricultural knowledge, help farmers grow more food, and conserve critical water resources. Our products will make farms more productive, enable companies in the agricultural and related industries to operate more efficiently, and improve Earth's environment. Hydrosat serves thousands of farmers around the world every day with daily data updates about their fields via our user portal, mobile app, and API.

We are seeking a Customer Support Specialist who is passionate about remote sensing and irrigation who will work with clients to bridge the gap between our innovative remote sensing technology and the farmers who rely on it. You'll work closely with clients to ensure they get the most out of our irrigation tools, leveraging your agricultural expertise and ability to interpret remote sensing data. This is a unique opportunity to combine your love for agriculture with a customer-focused role in a fast-growing AgTech space.

What you will do:

- Partner with customers (farmers, agronomists, and agricultural businesses) to onboard, train, and support them in using our remote sensing and irrigation platform (IrriWatch).
- Analyze remote sensing data to provide insights tailored to each client's needs and perform data quality control.
- Build strong, lasting relationships with clients, acting as their trusted advisor to optimize water usage and crop health.
- Collaborate with our product and engineering teams to relay customer feedback, driving improvements to our technology.
- Help developing and delivering training materials, webinars, or on-site demos to showcase the value of our IrriWatch product.
- Monitor customer success metrics, ensuring high adoption rates and satisfaction with our solutions.

What we are looking for:

- A background (BSc. or similar) in agriculture (e.g., degree in agronomy, agricultural science, or equivalent experience in farming/irrigation). A Master degree is a plus.
- Experience or familiarity with remote sensing technologies (e.g., GIS, satellite imagery, drones) and their application in agriculture.
- Experience in creating shapefiles, digitizing, handling different coordinate systems and handling vector and raster data



- Proven ability to work with customers—whether in a success, support, or sales role—with a knack for explaining complex concepts simply.
- Comfort with data analysis and a curiosity for how technology can solve real-world farming challenges.
- Strong communication skills and a passion for helping farmers succeed.
- Proficiency in English.
- Proficiency in Spanish, Portuguese, or Dutch is a plus and could enhance your ability to support diverse clients.

Why Join Us?

- Be part of a mission-driven team transforming agriculture for a sustainable future.
- Competitive salary and employee equity.
- Flexible and dynamic startup environment (with ~50 persons): work at the intersection of agriculture and technology, with opportunities to grow your expertise in AgTech.

Contact

The vacancy is open immediately. Ready to help farmers thrive with smarter irrigation? Send your resume and a brief note about why this role excites you to irriwatch@hydrosat.com

Location

Wageningen, The Netherlands

