Product Specialist - Databricks

Montreal - Full-time - 7440001608817 37

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As a Product Specialist at Ubisoft Montréal, you will help clients make full use of the Databricks data and artificial intelligence platform. Reporting to the Product Manager for Databricks, you will serve as a product resource, helping clients understand its features and supporting them in their use of the platform.

What you'll do

- Welcome and guide clients through **product onboarding**
- Conduct **product demonstrations**
- Coordinate **training sessions**
- Answer **community questions** about the product
- Provide **client support** as an escalation contact and, when needed, a first point of contact
- Gather **client feedback and needs** and suggest solutions to the Product Manager
- Explore **new ways to use the product**
- Suggest improvements to the **client experience** across support processes, communication channels, documentation, product discovery and the chatbot

What you bring to the team

- Hands-on **Databricks experience** in at least one of the following areas: business intelligence, Unity (AI) Gateway or machine learning
- Experience in a **data-related role** and in-depth knowledge of the **Databricks platform**
- Experience creating **documentation, tutorials or training content**
- Effective **communication, interpersonal and listening skills**
- A **client-focused approach** and commitment to supporting others
- Ability to **interpret information and summarize key findings**
- Ability to **collaborate with a wide range of clients**

What to send our way

- Your curriculum vitae highlighting relevant skills and experiences
- Relevant project links or examples of documentation, tutorials or training content