

Role - Support Geoscientist

The Company

Petrosys is a well-established software company specialising in providing geoscientific technical software to the Oil and Gas, Exploration and Production business. We are a subsidiary of the Vela Group, part of Constellation Software Inc.

The Opportunity

Become a member of our highly respected, expert, Global Technical Support Team where you will ensure our customers receive an efficient and timely response to their support needs.

The position will be based in our Glasgow Office and will report directly to the Support Manager for Europe Russia and Africa.

Description

Personnel providing Technical support are responsible for responding to customer enquiries, both locally and globally, in relation to Petrosys' applications, resolving any issues customers encounter in the software's use and assisting users to maximise its functionality to meet their requirements.

This is a hands-on position that will suit someone with a problem-solving personality and a willingness to learn and help people. While technical qualifications are needed the key thing to becoming a successful support professional is a combination of soft skills including communication and persistence to get to the bottom of challenging technical issues.

While the position is mostly office based there will be an opportunity to travel to visit and support our customers and attend trade shows and other front-line facing industry events.

The Support Geoscientist's core duties are:

1. Provide resolution to customer's technical issues via email, phone and in person.
2. Assist existing and potential clients with the install and use of Petrosys software and configure it to operate within their environment.
3. Promote and deliver training programmes to external and internal users following guidelines formulated by the Training Coordinator.
4. Evaluate training outcomes and identify improvements.
5. Log and document support calls in accordance with the Company's policies and procedures.
6. Provide feedback to the Development Team to assist future product enhancement.
7. Support the company's sales and marketing activities by undertaking client demonstrations and technical evaluations and participating in trade shows and similar events.
8. Contributing to technical documentation and material collateral such as release notes, webinars and newsletters.

To be considered for this role;

- Must be eligible to live and work in the UK.
- Degree level education in geology, geophysics or a related discipline is essential.
- Proficiency in Microsoft applications is essential.
- Excellent English language communication skills, both verbal and written are essential.
- Must be self-motivated and able to work with minimum supervision.

Benefits

You will enjoy a competitive salary based on your experience plus you will be part of a leading edge, growing organisation which values your professional growth and development.

Seniority Level

Entry level

Employment Type

Full-time

How to apply

Please email your C.V. with a covering letter to;

Ashley Conway
ashley.conway@petrosys.com.au

www.petrosys.com.au