

Job Specification – Support Geoscientist – Level 3 UAE

Position:	Support Geoscientist – Level 2	Department:	Customer Support
Reports to (position):	Global Customer Support Manager	Location:	KL, Malaysia

DEFINITION

Primary Function

The successful candidate would ensure continued success of the Geoactive Software Support products; IP and IC, both in the local region and globally when required. Excellent communication skills, both written and verbal are necessary, and good presentation skills are an advantage.

The successful candidate will work as part of the Geoactive Software Support team, liaising with clients to solve technical problems, assist in the use of Geoactive Software products, and driving the progression of the software. An ability to work both unsupported and within a team, whilst inspiring others in alignment of behaviours to Geoactive's vision is essential. On occasion, the candidate will be required to travel to customer offices to conduct onsite technical support, demonstrations or training and may also be required to travel outside the local region.

Duties

In addition to those responsibilities aligned with the Support Geoscientist Level 1, the successful candidate's duties will comprise of:

Problem identification and resolution

- Proactively answer / solve technical questions and problems that customers present about Geoactive Software products.
- Using the tools at their disposal, ensure that common issues are identified early and resolved.
- Creation of new documentation and media to support the help desk and training.
- Mentoring and provide guidance for junior Support Geoscientist Team
- Provide relevant industry knowledge and experience to guide suitable workflow using IP and IC
- Identify suitable solutions offered in IP and IC to improve client's interpretation and analysis results

Support Helpdesk

- Ensure support tickets are picked up and assigned in a timely manner.
- Ensure support tickets are answered appropriately.
- Moderate responses and provide content for the support website.
- Assist the Software Testing and Development teams, testing new modules, writing test cases, and following up on cases on behalf of clients.

Customer Technical Visits

- Guide the customer through various technical demonstrations.
- Provide technical support at the customers office, both locally and overseas.
- Manufacture training material for the delivery of technical courses.
- Conduct training courses, both public and in-house for clients.

REQUIREMENTS

In addition to demonstrating capability to deliver the activities within the role description above.

Qualifications

The candidate must have:

- A degree in Geology, Engineering or another relevant technical degree
- Previous experience in the oil & gas industry e.g., Petrophysicist, Geologist, wireline engineering, mudlogging, subsurface software vendor etc.
- Experience with IP, IC or other subsurface software products e.g. Techlog, Geolog, Petrel etc
- Programming ability / knowledge, e.g. Python, VB, C# would be an advantage

Skills

- Proactive and forthcoming approach when solving technical and software problems
- Show an interest in developing knowledge of the wider area of work.
- Excellent communication skills, both written and verbal.
- Ability to learn new software products / modules quickly and be able to pass this knowledge on to the wider team.
- Desire to present or teach detailed technical information to customers.
- Apply either graduate knowledge or industry experience to tasks or problems presented.
- Meticulous testing of software products. Must be able to follow instruction and record results as detailed in testing documentation.
- Second language in the following would be an advantage; Japanese, Mandarin, Hindi, Bahasa. Any other second language would be considered.

Behaviour

- Communication - The ability to communicate clearly; orally and in writing.
- Teamwork - Works co-operatively and supportively with other members of immediate team.
- Problem-solving & Judgement - Ensures full awareness of available facts before making decisions.
- Delivers Results - Ensures own role continues to add value to the business.
- Client focus (internal / external) - Focuses on understanding the needs and expectations of clients.

DEVELOPMENT

Geoactive is part of a wider organisation, offering the successful candidate professional development and career progression opportunities.

To apply, please send your CV to Aga Szpakowska aga.szpakowska@geoactive.com

