

Job Specification – Support Geoscientist

Position:	Support Geoscientist	Department:	Customer Support
Reports to (position):	Customer Support Manager	Location:	Aberdeen

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 our products, and help drive the progression of the software. An ability to work both unsupported and within a team, whilst inspiring others in align behaviours with 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

- Problem identification and resolution
 - Proactively answer / solve technical questions and problems that customers present about Geoactive’s 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.
- 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 to test new modules, write test cases, and follow up on cases on behalf of clients.
- Customer Technical Visits
 - Guide the customer through various technical demonstrations.
 - Provide technical support at the customer’s office.
 - Manufacture training material for the delivery of technical courses.
 - Conduct customer training courses, both public and in-house.

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 technical degree with suitable industry experience.

Preferred Experience:

- Previous experience in the oil and gas industry e.g. wireline engineering, mudlogging, etc.
- Experience with IP, IC or similar software product e.g. Techlog, Geolog, Petrel etc
- Programming ability / knowledge, e.g. Python, VB, C#.

Skills

- Proactive and forthcoming approach when faced with 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.
- A second language in the following would be an advantage; Japanese, Chinese Mandarin, Hindi, Indonesian 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 and 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.