

# Customer Support Geoscientist

## The Company

At Geoteric we believe a thorough understanding of the Earth can shape new perspectives and provide solutions to some of the greatest challenges we face today.

For over 30 years, we have expanded what's possible in the world of geological interpretation and we still love doing it. Guided by our people, we're proud of the role we play in bringing science and technology together, which is why we continue to rewrite the rule book when it comes to seismic interpretation.

Used across the globe, our geological evaluation software complete with our integrated intelligence offering allows interpreters to combine their knowledge with the best possible picture for a more detailed understanding of the subsurface.

## The Role

A technical position within the Sales team, based in London.

The initial focus of the role is to provide a range of pre-sales technical support to customers across the EMENA sales region including technical presentations, product demonstrations, user support and assisting with the preparation of technical sales and marketing documentation. You will also assist the sales team with business development activities.

Full training will be provided in the use of Geoteric software, workflows and practices.

Enthusiasm, drive, excellent social skills and a capability to engage directly and consultatively with a wide range of customers are essential to deliver success in this role.

Progression within the role will focus on developing the commercial and technical skills required to convey the Geoteric value proposition to customers.

Further career progression could involve a technical, business development or a sales role.

## Responsibilities

- Deliver software demonstrations, technical presentations, user support and training sessions.
- Address client queries professionally, delivering a high technical standard and customer satisfaction.
- Expand the Geoteric user base within assigned accounts in the region.
- Refer opportunities and key information to the Sales Team.
- Assist in the preparation of software and services proposals and quotes.
- Maintain and update the CRM system with activities.
- Assist in writing technical content for marketing materials.
- Attend trade shows, events and conferences to support Geoteric's presence.

## Qualifications, Experience and Skills

- Educated to a degree level in geology/geophysics or a similar geoscience discipline.
- Ability to interpret 3D seismic data.
- Excellent customer engagement skills.
- Superb communication skills, written and oral.
- Ability to work in an exploratory manner with clients and colleagues to troubleshoot and identify a range of technical solutions.
- Willingness to take on responsibilities with enthusiasm and commitment.
- A highly motivated and innovative individual.
- Demonstrate professional pride in all aspects of the role.
- Willingness to travel internationally as the role develops.

## Relationships

The Customer Support Geoscientist is part of the regional Sales team and liaises closely with the regional Geosciences team.

## Location & Travel

The position is based in London. You will be expected to work in the Geoteric London office 3 days per week. There will be a requirement for regular international travel, often at short notice.

## Salary & Benefits

A competitive salary will be offered in line with skills and experience. A bonus plan will be made available following successful completion of a probationary period. We offer a comprehensive range of benefits including.....

- Flexible working including a 9-day fortnight
- Generous annual holiday allowance , starting at 28 days plus public holidays
- Pension Plan
- Life Insurance
- Private Health Care
- Discounted retail scheme
- Personal Development opportunities
- Professional subscriptions
- Time off to volunteer
- Cycle to Work scheme

**Please send your CV to [careers@geoteric.com](mailto:careers@geoteric.com)**