

# Customer Support Geoscientist

## The Company

Tried, tested, trusted, Geoteric is the Home of AI for Energy.

Already the global frontrunner in AI seismic interpretation software, we're entering an exciting phase of growth, backed by a new investment group.

Our interpretation software is used across the energy industry and has been enhanced in recent years with revolutionary, first-to-market AI technology to achieve an accurate visualisation of the subsurface, faster than ever before.

We are proud to be playing a part in the journey to Net Zero, helping our customers to optimize the world's resources today while paving the way for a more sustainable tomorrow.

At Geoteric, we don't just shape a better understanding of the earth, we shape careers.

Join us on the journey...

## The Role

A technical position within the regional sales team, based in Houston.

The focus of the role is to provide onsite user support to our largest customer in the Latin America region (LAM). You may also be involved in supporting technical presentations, product demonstrations and assisting with the preparation of technical sales and marketing documentation.

You **must** be a fluent Portuguese speaker with the flexibility to travel throughout the LAM region.

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

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

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

## Responsibilities

- Deliver user support remotely.
- Expand the Geoteric user base within the customer organisation, in line with commercial expectations.

- Address client queries professionally, delivering a high technical standard and customer satisfaction.
- Provide on-site consultancy and workflow integration support for Geoteric workflows and results.
- Investigate new workflows to solve client and internal challenges.
- Be knowledgeable about upcoming releases and support the global test cycles.
- Refer opportunities and key information to the Sales Team.
- Maintain and update the CRM system with activities.
- Support software demonstrations, technical presentations, and training sessions, as needed.

### **Personal Profile**

- Educated to a degree level in geology/geophysics or a similar geoscience discipline.
- Minimum of 2 years' industry experience.
- Experience of interpreting 3D seismic data.
- Track record of working in an exploratory manner with clients and colleagues to troubleshoot and identify a range of technical solutions.
- Experience in delivering project work to meet specific deadlines and requirements.
- Willingness to take on responsibilities with enthusiasm and commitment.
- A highly motivated and innovative individual.
- Demonstrate professional pride in all aspects of the role.
- Capable of finishing assigned tasks within specified deadlines.

### **Relationships**

The Geoscientist reports to the Business Development Manager- New Ventures and will liaise with the global geosciences community.

### **Location & Travel**

The position is based in Houston; however, you will be expected to work on-site in Brazil with the customer, as needed. Some flexibility to work from home is also provided.

### **Hours of Work**

Hours will be aligned to maximise overlap with the customer's working pattern.

### **Salary & Benefits**

A competitive salary will be offered in line with experience. Our benefits include:-

- 9-day fortnight working pattern
- 401k Plan
- Life Insurance
- Generous Health Care plan
- Personal Development opportunities
- Professional subscriptions

- Time off to volunteer

**Join us?**

If you are interested in this opportunity, please send your CV to [careers@geoteric.com](mailto:careers@geoteric.com).