

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 optimise 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 Sales team, based in Kuala Lumpur.

The focus of the role is to provide onsite user support to our largest customer in the SE Asia region. You will be involved in ensuring that customers gain maximum value from Geoteric solutions through smooth deployment, operation, and optimization within their environment.

Responsibilities include installation and configuration support, troubleshooting technical issues, and providing day-to-day workflow assistance to users. You will also deliver training and knowledge transfer sessions, supporting ongoing projects by integrating Geoteric workflows, advising on best practices, and monitoring performance to recommend improvements.

Onsite support sessions provide a bridge between the customer and Geoteric's global experts, ensuring effective communication, compliance with licensing requirements, and identifying opportunities for workflow optimisation.

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 sales role.

Responsibilities

- Deliver user support onsite and remotely regularly, to ensure effective software usage.
- Support software demonstrations, technical presentations, and training sessions, as needed.
- Address client queries professionally, delivering a high technical standard and customer satisfaction.
- Deliver initiatives that drive the adoption and expansion of Geoteric within exploration and development asset teams.
- Expand the Geoteric user base within assigned accounts in the region.
- Share opportunities and key client insights with the Sales Team.
- Maintain accurate and up-to-date records of activities in the CRM system.
- Contribute to the creation of technical content for marketing materials.
- Submit weekly onsite activity reports to the Regional Sales Manager.

Personal Profile

- Educated to a degree level in geology/geophysics or a similar geoscience discipline, with a minimum of two years' relevant work experience preferred.
- Ability to interpret 3D seismic data.
- Proven experience collaborating with clients and colleagues to troubleshoot and deliver a range of technical solutions.
- Ideally, experience in delivering commercial project work that meets specific deadlines and requirements.
- Excellent customer engagement and relationship-building 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.
- Highly motivated, innovative, and proactive in approach.
- Demonstrates professional pride in all aspects of the role.

Relationships

The Customer Support Geoscientist reports to the Regional Sales Manager and will liaise with the global geosciences community.

Location & Travel

The position is based in Kuala Lumpur. You will be expected to work at the customer site or in the Geoteric office when required. There may be occasional travel required within the SE Asia region.

Salary & Benefits

A competitive salary & benefits package will be offered in line with skills and experience. A bonus plan and 9-day fortnight working pattern will be made available following the successful completion of a probationary period.

Please send your CV to careers@geoteric.com