

IT Assistant

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 (AI) offering allows interpreters to combine their knowledge with the best possible picture for a more detailed understanding of the subsurface.

Traditionally used by companies in hydrocarbon exploration and production, Geoteric continues to drive efficiency across the subsurface, supporting decision-making in all energy projects including carbon capture and storage and wind farm placement, for a safer, cleaner and more efficient energy system.

The Role

You will focus on providing excellent internal user support across our network of global offices and resolving routine issues promptly and professionally. The job will also involve researching potential IT solutions to improve support to the business and you will have ownership of specific IT projects.

The successful candidate will have proven IT support experience, strong interpersonal skills and an excellent problem-solving capability.

Your responsibilities

- Assist with the delivery of an effective internal IT support service across a wide spectrum of users.
- Install, configure and maintain new and existing hardware and software across several OS's. Servers, Computers, Laptops, Printers, Network storage and offsite backup.
- Respond to users promptly and professionally via a ticketing system.
- Daily management of Active Directory / 365 Exchange and collaboration tools.
- Implementation of new IT solutions.
- Liaise with external support providers to ensure any issues are resolved promptly.
- Documentation of procedures/tasks/guides as needed for users.
- Other reasonable duties.

Personal Profile

- Educated to A level standard with an ICT focus or possess a further education qualification in an IT discipline.
- Minimum of 12 months' experience in an IT role focusing on user support is required.
- Demonstrable technical competence and ability to learn quickly.
- Highly motivated and achievement-oriented individual.
- Ability to communicate well across all user groups.
- Experience of working in an SME will be advantageous.

Relationships

The IT Assistant reports to the IT Infrastructure Engineer.

Location & Hours of Work

The position is based in Newcastle and will be office-based. Hours of work will be agreed to provide extended coverage for users across Geoteric.

Salary & Benefits

A competitive salary will be offered in line with experience. We offer a comprehensive range of benefits.

- A 9-day fortnight working pattern
- 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

Further details can be found on our website at [Careers | Geoteric](#)

Join us?

If you are interested in this opportunity, please send your CV to careers@geoteric.com.