

IT Support Technician

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 in a prompt and professional manner. The job will also involve researching potential IT solutions to improve support to the business and you will have ownership for specific IT projects.

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

Responsibilities

- Deliver an effective internal IT support service across a wide spectrum of users.
- Install, configure and maintain new and existing hardware and software across Windows and Linux OS's.
- Administer and install Servers, Desktops, Laptops, Printers, Network storage and offsite backups.
- Gain experience of cloud deployments on AWS and Azure.
- Research emerging technologies and identify IT solutions relevant to Geoteric which will increase productivity and/or reduce costs.
- Respond to users promptly and professionally via a ticketing system.

- Daily management of Active Directory, Office 365 applications 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.

Qualifications, Experience and Skills

- Educated to A level standard with ICT focus or possess a further education qualification in IT or related discipline.
- Minimum of 12 months' experience in an IT role focusing on user support is required.
- Any recognized Microsoft accreditation or training will be highly advantageous.
- Demonstrable technical competence and ability to absorb new IT solutions 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 Support Analyst is a member of the Tech Ops team.

Location

The position is based in Newcastle and will be office based with occasional travel to the Geoteric London office.

Salary & Benefits

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

- Generous holiday allowance
- Pension Plan
- Life Insurance
- Private Health Care
- Discounted retail scheme
- Holiday purchase
- Personal Development Plan
- Udemy subscription
- Time off to volunteer
- Cycle to Work scheme