

Technical Support - Tier 2

Position Summary / Responsibilities

Our Tier 2 team's primary role is to service Tier 1, Field Technician, and customer escalations. Utilizing advanced knowledge of Frac Site and Oilfield practices / terminology. It is a hybrid position of both office and remote work.

Duties

- Receiving Tier 1 escalations.
- Respond to requests for technical assistance via phone, chat, or email.
- Diagnose and resolve technical issues remotely.
- Log all customer interactions into ticketing system.
- Escalate to internal Tier 3 (Software / Hardware Developers)
- Follow incidents through to resolution.
- Provide regular updates to customer on their support requests.
- Customer support for IWS Dashboard setup and inquiries
- Strong organizational, problem-solving and analytical skills
- Create and maintain Knowledge Base articles and support documentation
- Respond to inquiries via chat, telephone, or email to provide problem resolutions in accordance with our service standards
- Identify and escalate situations requiring a field technician or development support staff when necessary
- Log all issue-base interactions with clients and field technicians
- Collaborate with development staff to recreate problems in a test environment
- Troubleshoot and resolve complex software, hardware and technical issues for clients
- The ability to identify, isolate and communicate problems from and to all levels of users
- Remote troubleshooting using a variety of different software tools
- Manage and administrate a variety of company support related initiatives using a proactive approach to each.
- Actively contribute to on-going process improvements

- Good verbal and written communication skills a must.

Skills and Abilities

- Experience with oilfield practices and terminology, 10+ years. Familiarity with simultaneous completions operations and sequences is a plus.
- Frac and / or oilfield support experience
- Experience using MS Dynamics and 365 Environment, 2+ years is ideal but training will be provided
- Dedicated commitment to customer success
- The ability to work well under pressure, in a stressful environment
- Experience with oilfield practices and terminology
- Experience using MS Dynamics and 365 Environment
- Frac and / or oilfield support experience

A background in IT, networking and IIOT communications