

PLEASE NOTE:

To be considered, you must be a UK resident with either a British passport, a Right to Remain or working visa in place.

Role: Systems Technical Support Engineer

Growing International software company seeks a practical troubleshooter with a 'Let's Fix This'- attitude. This position requires technical rigor, an investigative mind-set and the ability to work in a small, technology-led multi-disciplinary environment.

Company Description

KAPPA Engineering is a petroleum exploration and production software company specializing in dynamic data analysis. Our software is used as standard by almost all operators, service companies, independents, and consultants.

Founded in 1987, KAPPA is used by more than 600 companies worldwide. KAPPA is independent and 80% employee owned. With its main development office in Sophia Antipolis, France, and regional offices in Houston, and Bahrain, KAPPA is also present in fifteen other countries with local offices and distributors. As engineering processes become automated, we seek to expand our support team.

Role Description

This is a full-time hybrid role for a Systems Technical Support Engineer with a specialisation in KAPPA-Server and Automate software. Prior knowledge of this software is not essential as full training and mentoring will be provided. You will be responsible for providing technical and analytical support to our clients, troubleshooting and resolving technical issues on installations, migrations and/or upgrades. You are a quick thinker and can troubleshoot on the fly with clients (logfiles, plugin logfiles) and are familiar with SQL Server/SQL Server Management Studio.

In addition, you will be involved with license generation, technical writing and reporting and supporting the international development team on faults and bugs.

As a first line Support Engineer you will be communicating with our clients, mainly via email or online, and ensuring customer satisfaction. This role is in Reigate UK, but some work from home is acceptable. **Although infrequent, occasional international travel is required.**

Qualifications

- Technical Support and Troubleshooting skills.
- Excellent Analytical Skills.
- Customer Support and Customer Satisfaction skills.
- Experience in the petroleum industry is a plus.
- Excellent written and verbal communication skills.
- Familiar with SQL Server/SQL Server Management Studio/PI database.
- BSc Computer Science, relevant Engineering, Petroleum Technology or related field.

Personal Qualities

- Ability to work independently in a small team.
- Proactive with a sense of responsibility.
- Ability to deliver high-quality results under tight deadlines.
- Ability to solve complex problems independently.
- Ability to learn quickly.
- Ability to work with software developers to improve software functionality.
- Ability to think out of the box.

Our values

We put forth the following values:

- Technical competency and rigor.
- Efficiency and pragmatism.
- Innovation and dynamism.
- Individual growth.
- Humility and ... a good sense of humour.

We treasure our small company structure with a very flat organisation, enabling natural and permanent communication. We offer an engaging work environment that encourages everyone's development.

KAPPA is an Equal Opportunity Employer.

We Offer

KAPPA offers a competitive salary that is commensurate with experience. If you are interested, please send your CV to jobs@kappaeng.com.

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