



GEOMETRICS

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Support Engineer

Geometrics is a world leader in the design and manufacture of **geophysical instruments** which help to see beneath the surface of the earth. Our products include magnetometers, exploration seismographs, and electrical resistivity measuring equipment. This position will be located in our office in San Jose, California.

Geometrics is seeking an individual interested in working as a **Support Engineer** in our Customer Service Department. This is an excellent opportunity for someone to use his/her geophysical background and business skills to provide solutions to customers involved in geophysical surveys. Responsibilities include:

- Working with customers to gain an understanding of their problem and proposing and quoting hardware/software solutions
- Fielding support calls and emails, tracking interactions and solutions
- Training customers on the use of geophysical equipment
- Communicating the needs of customers to engineering and support groups within Geometrics
- Developing written training materials and user's manuals for customers
- Installing and commissioning of systems worldwide
- Domestic and international travel

Strong customer service skills, which include:

- Ability to work under pressure, in a wide variety of situations, and with a wide variety of products during any given time
- Experience with field instrumentation
- Able to take initiative to support customers and co-workers
- Strong desire to learn and share information
- Good interpersonal skills – be “people person” and comfortable in multi-cultural settings; and working with customers who maybe under critical time and budgetary constraints

This is a key position for Geometrics. We need talented and ambitious people who have practical field survey expertise, able to understand our customers' requirements and enjoy the challenge of problem solving. Good communication and interpersonal skills are a must; diplomacy in handling customer problems and finding solutions quickly is a very important part of the job.

Main requirements include:

- BS in Geophysics or related discipline
- At least 2 years of field experience
- Broad understanding of a variety of geophysical methods, instrumentation and applications

- Strong business and technical background with an ability to communicate information. We are a global company; ability to communicate effectively with people whose first language is not English is a must
- Strong communication skills; ability to clearly articulate information to colleagues and customers in writing, in person, or on the phone
- Ability to quickly learn Geometrics software/hardware products and accessories
- Geophysical applications – Understands how to use Geometrics equipment to solve geophysical problems; provide suggestions to customers regarding instrument selection; know industry standards and requirements and use this information to make informed suggestions on maximizing customer's chance of success
- Excellent writing skills – Email is our dominant form of communication, and candidates must be able to quickly compose responses that clearly explain complex subjects.
- Good presentation skills
- Proficient computer skills-Microsoft Office is a must, including knowledge of Excel and report writing functions
- Experience with seismic data processing packages would be beneficial
- Ability to learn Geometrics software packages
- Advanced understanding of cloud based sales and support software

Physical requirements include:

- Ability to work in excess of a 40-hour week if necessary
- Ability to walk, stand, and sit for periods of time in an office and in an outdoor environment for field work and testing equipment, including inclement weather and uneven surfaces
- Must have manual dexterity to operate keyboards and geophysical equipment
- Must be able to lift/move objects up to thirty-five pounds, possibly more
- Able to travel (Valid Drivers License and Passport, domestic and internationally)

Above all, a commitment to excellence in making sure Geometrics equipment and service is of superb quality and our customers are satisfied.

This position may be modified from time to time to better meet Geometrics business needs.

We offer a dynamic, challenging environment and a comprehensive benefits package.

Equal Opportunity Employer /Minorities/Females/Vet/Disabled

To apply, please send your resume and cover letter to: careers@geometrics.com, include your name and Support in the subject line.

This position requires access to export-controlled information and employment is contingent on obtaining U.S. Government export control authorization, to the extent required by law.