

Onsite Support Specialist

Job Summary:

As a member of the Schlumberger-Doll Research (SDR) IT team, the Onsite Support Specialist is considered a desktop support expert responsible for computer hardware, software (location specific or global) and peripherals. Onsite Support is the second point of escalation for the resolution of desktop or laptop related incidents, service requests, and connectivity issues. The Onsite Support Specialist also enforces Schlumberger's desktop and laptop policies and procedures.

Essential Responsibilities and Duties:

- Provides second-line investigation and diagnosis
- Resolves and closes incidents/service requests as per help desk procedures & allocated timelines
- Escalates unresolved incidents/service requests within agreed timescales
- Logs relevant incident/service request details per help desk procedures
- Communicates with client regarding incident progress
- Ensures tickets are updated at all times until issues are resolved
- Complies with Quality Health Safety Environment (QHSE) and IT policies
- Liaises with clients, other Schlumberger IT support groups and 3rd party providers when necessary
- Performs staging of PCs
- Performs IMAC (Install, Move, Add and Change)
- Conducts hardware and software maintenance and support
- Troubleshoots and resolves PC incidents and/or VIP requests
- Coordinates with Service Desk for hardware repair
- Assists with Site Security Officer (SSO) on IT security issues and virus elimination
- Assists local Server Team when server maintenance is required
- Creates/maintains documentation on BackDesk
- Special events coverage
- Connected Backup client support
- Local network support and/or assists centralized Network team
- UNIX/Linux System Administration experience is desired
 - hardware/software selection, procurement, setup, installation, configuration, upgrades, monitoring and troubleshooting
 - user account creation/deletion and file permissions
 - Backup management and maintenance

Key Competencies:

- Windows system administration
- Linux/UNIX system administration knowledge
- Strong Troubleshooting Skills

Qualifications:

Minimum Education: Bachelor's Degree in Computer Science or other relevant field
3-5 years' experience preferred

Behavior:

- Fluent in English
- Willingness to work flexible hours when needed
- Initiative
- Ability to write technical support documentation a plus
- Excellent customer interface skills

- Good interpersonal communication skills
- Understanding of customer satisfaction principles and practices
- Team player
- Ability to work under pressure
- Good organizational and time management skills
- Good analytical and problem solving skills
- Maintains strong attention to detail in high-pressure situations
- Strong communications skills, both written and oral

Relationships:

Reports to: SDR IT Manager

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Applicants should send letter of intent and resume via E-mail to SDRJobs@slb.com.

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