

Job Description:
Technical Support Representative

Company Overview

For more than 25 years, Neuralog has provided low-cost solutions to capture, organize, and analyze Oil and Gas data. We offer best-in-class hardware and software that enables geology professionals to be efficient and effective while reducing overhead costs. From Neuralog technology, NeuraLabel was founded to serve the consumer product label and regulatory label markets. Our unique products offer versatility, durability, and flexibility to customers across a diverse set of label-printing industries including a global network of resellers and emerging entrepreneurs.

Position Overview

Neuralog, a company that creates both hardware and software solutions for the energy and commercial labeling industries is looking for professionals to join our Technical Support Team. Qualified candidates will be comfortable understanding and analyzing technical problems and interacting with our clients to solve those problems.

Job Duties Include:

Duties include assisting our customers by answering telephone calls, emails and personal inquiries regarding product use and using the ZenDesk support system to track all support issues. You will be responsible to document, track and monitor problems to ensure a timely resolution.

You may also be involved in testing software and hardware products and will be expected to promote the company's products and services during client interaction.

Depending on your specific skills and interests, you will be asked to support the following products. You will be provided training on the any products you will support.

Software Solutions

- NeuraSection Cross Section & Montage software
- Neuralog Digitizing Software

- NeuraMap Digitizing Software
- Neuralog Desktop Well Log Management Software
- NeuraView Imaging Software

Hardware Solutions

- NeuraScanner Well Log Scanner
- Neuralog Well Log Printers
- NeuraLabel Continuous Label Printers

Candidates must have excellent critical thinking and problem solving skills and be organized. Must possess knowledge of commonly-used concepts, practices, and procedures for customer support, resulting in customer satisfaction.

Our ideal candidate:

Requires 4+ years of customer support related experience or an Associates or Bachelors degree in Engineering, Information Technology, Geology or computer-related field. Must be familiar with standard concepts, practices and procedures of solving problems on Windows-based computer applications. Should be comfortable working with printers and understand the basics of printer drivers and printing technologies. Experience with Oil & Gas Exploration products a plus. Experience with working with continuous printers a plus.

Must be self-motivated and able to work independently to solve problems. Must be able to understand and troubleshoot hardware and software while providing excellent customer service. Must be able to use Data Tracking System to track all support issues. Must be able to effectively relay any unresolved customer concerns to Supervisor.

Hourly 40 hours/week

Hours: 8-5 daily, with 1 hour lunch

Exp: 2-4 years required

Education: Associates or Bachelors degree

Reports to: Operations Manager

Salary: Commesurate with Experience