

## CAREER OPPORTUNITY

### Customer Support Officer (Mining Software)

Petrosys is currently seeking a highly organised, motivated and outcome focused Level 1 Customer Support Officer to join our rapidly growing Global Organisation. The role will be based out of the Petrosys office in Kuala Lumpur, Malaysia.

#### About the role

We are looking for an experienced Helpdesk Officer to provide first level software support, with a background in information technology or the mining industry. Reporting to the Support Manager, this role is 100% customer facing, providing application support for our Mining products including MineMarket which is used for material tracking in the minerals industry and CCLAS a laboratory information management system.

#### Role responsibilities:

- Provide first level support to clients for software-related issues & software installations.
- Monitor, prioritise and respond appropriately to all support requests via email, customer support portal and over the phone.
- Provide exceptional customer service - conduct the necessary customer support analysis and troubleshooting, to be able to resolve client application problems and inquiries.
- Follow up with customers, provide feedback and see problems through to resolution.
- Liaise with developers, consultants, customers and 3rd party software vendors.
- Participate in a 7-day roster providing support.

#### Skills and experience

- Previous Experience working in a Level 1 helpdesk support role.
- Demonstrated problem-solving skills to investigate and troubleshoot application issues.
- Demonstrated customer-service ethic and the ability to communicate effectively in both written and verbal formats.
- Ability to work within an environment supporting multiple software applications.
- Effective time management skills and attention to detail.
- Ability to work well in a global team environment and communicate with people of differing technical and cultural backgrounds.
- Advanced knowledge of English (written and spoken) other languages are an advantage.
- Exposure to Mining Software would be highly regarded but not essential.

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## Benefits

You will enjoy a competitive salary based on your experience plus you will be part of a leading edge, growing organisation which values your professional growth and development.

## Employment Type

Full-time

## How To Apply

Please email your resume with a job-specific covering letter to;

[jobs@petrosys.com.au](mailto:jobs@petrosys.com.au)

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## About us

Petrosys is an industry leading software company specialising in providing geoscientific technical software to the Oil and Gas, Exploration and Production business.

Datamine is the world's leading provider of the technology to seamlessly plan and manage mining operations, providing solutions spanning exploration, resource modelling, mine planning, operations, logistics and marketing to over 5,000 companies worldwide.

Petrosys and Datamine are part of Vela, an operating group of Constellation Software Inc. (TSX:CSU).



[www.petrosys.com.au](http://www.petrosys.com.au)



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