

Functional Support Engineer

Do you want to make the world a better place? Are you interested in working in a small dedicated team with a global reach in your performance? Do you think the Oil industry should take care of creating a better environment for our planet earth and save human lives?

Who we are

We are Eraze Software Solutions, an environmentally involved, growing company. We have a globally distributed team of 12 colleagues, located in Hot Springs Arkansas (USA), Aberdeen (UK) and with head office in Roosendaal (NL). We have an open, flat organization, a flexible work culture and a relaxed work place. We are a creative and experienced team where talents are respected.

Erase specializes in the design and development of high-quality applications for process safety management. Since 1993, we have been working for large Exploration and Production Oil companies in The Netherlands and across the globe.

Who we're looking for:

As a **Functional Support Engineer**, you'll be part of a small team and deliver support on our in-house developed well integrity (eWIPS) and well control (eWCAT) applications. Within this role you will interface directly with customers. The key focus for this role is to take ownership of concerns reported by the customers and drive the issue resolution process with the customer and internal stakeholders.

Together with the team you will make sure the quality and performance of our applications is guaranteed. You will analyze, reproduce and resolve issues and service requests related to our applications, remotely from one of our offices.

Tasks and responsibilities include

- Acquire functional subject matter expertise with Eraze's applications and solutions to support our business processes
- Product- and application/operational support
- First line support towards the end users, and are the linking pin towards the second line support organization
- Securing and analyzing log files;
- Document and follow up of technical incidents
- Support and guide external service partners

Qualifications

- Thorough knowledge of MS SQL and good knowledge of C#;
- Ideally business knowledge within the Oil & Gas Industry, Process Safety, Well-Integrity/Well Control (or willing to develop these skills)
- Strong client facing interpersonal and communication skills with technical and non-technical audiences, able to close the gap between the end users and the technical experts
- Excellent conceptual and analytical problem-solving skills
- 3+ years' experience
- Highly proficient in spoken and written English
- Willingness to learn fast and be flexible

What we offer

- An interesting position with a high degree of responsibility in a growing and informal organization
- Work in a small international team, with national & international customers
- A market-based salary, perfectly in line with your background
- Work in a modern technological environment

As we are a recognized sponsor by the IND, highly skilled migrants with a non-EU nationality are also more than welcome to apply.

Contact details

Interested in this position? Please apply by sending us your CV & personal motivation in English to recruitment@eraze.com. For additional inquiries, please contact Lesley Govers (+31 167 794 550).

*This job vacancy is part of our search for a new Eraze colleague.
It is NOT to be used for purposes of acquisition.*