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	JOB DESCRIPTION	Rev : A Date : September 2007 Page : 1/1

Job title: **Regional Support Engineer**

Main Activities

1) Provision of software training and client support

- Provide active and regular support for clients by regular on-site visits or telephone (hotline), mail, web-conferences.
- Provide on-site support for clients, on a face-to-face basis, as required through Techsia support contracts.
- Participate actively to routine in-house software testing in collaboration with the rest of Techsia international support team.
- Provide client training sessions as required.
- Maintain and advance his/her technical knowledge of Techsia products and new developments through internal review sessions and training opportunities.
- Actively develop in the area of Petrophysics both personally and via in-house training sessions to maintain sufficient technical knowledge depth to effectively support Techsia Petrophysical products.

2) Performing of studies

- Perform project data clean up projects as required by client, and on a project basis.
- Assist with formation evaluation studies in the Regional Techsia offices or on-site as required.

3) Commercial activities

Commercial

- Assist in the expansion of client base in the region with respect to both studies and software prospects
- Present TECHSIA capabilities (studies and software) to clients and prospects using both general and specific presentation material: PowerPoint files and active software demonstrations
- Participate in software sale initiatives

Marketing/communication (assisted by the Communication & Marketing Department)

- Preparation and participation in Congresses, Colloquia, Forums, Workshops etc.
- Benchmark capabilities in competitor offerings (consulting and software)
- Assist in setting up technical and commercial partnerships with local universities

4) Reporting

- Draw-up weekly technical progress reports on the state of the objectives related to the assigned business activity and provide regular and comprehensive feedback to his/her Manager
- Draw-up regular activity reports to transfer marketing, commercial, organisational and technical intelligence from the region (clients/competitors) back to his/her Manager
- Provide regular communication by telephone, mail or web conference with the whole Techsia Group