



**Position Title:** Technical Support Engineer

**Location:** South Houston, Texas

**Career Level:** Professional Level

**Function:** Operations/ Support

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### **Background:**

- Enteq Upstream plc, listed on the London Stock Exchange, is a company designing and manufacturing specialist equipment for oil, gas and geothermal drilling.
- Manufacturing, assembly and operations are located in South Houston, Texas but with senior management, international sales and contract engineering based in Southern England. The principle product lines are Measurement / Logging While Drilling equipment and associated Geo-steering technology.
- Enteq has world-wide sales and rentals of an established MWD product line with an excellent reputation for reliability in difficult drilling conditions and is also highly focused on developing, integrating and commercialising new technologies for the future GeoSteering markets.
- Enteq has new project developments including a novel Rotary Steerable System based on IP developed with Shell, high speed telemetry projects and integrated At Bit systems in partnership with 3rd parties.

### **Role Summary:**

- This position is responsible for providing Enteq's customers and Enteq sales staff with technical support and operational advice for the use and application of Enteq MWD products both in North America and internationally including China, Europe, Russia, Middle East, Far East, and Africa.
- This position includes the following, but not limited to:
  - Provide XXT product line customers with technical support related to all types of operational inquiries.
  - Support Sales Team with customer technical inquiries
  - Act as a link between Enteq's Manufacturing and engineering department and product end users
  - Provide new and existing customers with hands on training (field and shop) when requested
  - Develop technical and support documents
  - Help the operation of Enteq's MWD Shop including shipping, receiving, quoting, loading and other.
  - Participate in new product development.
  - Significant International and NA interaction and travel, when possible, required.

## **Essential Functions & Responsibilities:**

- Work with Enteq XXT customers to resolve any technical and operational inquiries regarding all areas of the MWD operations: Maintenance and sustaining, pre-job Planning and Field operations.
- Be able to provide clients with onsite support and training.
- Write technical support manuals and documents to help with customer frequently asked questions.
- Provide 24-hour availability for support customers with operational troubleshooting via phone, email and in person.
- Develop and build strong relationships with customers.
- Identify common failure modes on new and existing products/ services, and report to engineering and manufacturing for continuous product improvements.
- Support Engineering in the development and testing of new products and with integration projects
- Comply with Company Safety policies and procedures and continuously promote and satisfy all Enteq requirements
- Comply with Customers HSE policies while visiting their facilities/ jobsites
- Ensure that all business matters are conducted consistently with the highest integrity and in full compliance with Enteq Upstream policies.
- Comply with all rules and regulations within the company handbook.
- Ability to work overtime, willingness to travel both nationally and overseas for extended periods of time, if required by the company.
- Assist with the day to day operations of the MWD service shop
- Perform other tasks as requested or required.

## **Qualifications/Requirements:**

- Minimum of an Associates or technical degree in Electronics or related discipline
- Minimum 3 years (5 year preferred) of MWD/LWD experience, experience with Tensor platform desirable
- International experience ; self- supporting with organizing travel and logistics.
- Experience working in a multi-cultured, multi-language environment
- Excellent organizational skills
- Ability to work with minimal supervision and perform under pressure
- Working knowledge MS office (Excel, Word, Power point, etc.)
- Strong IT abilities
- Familiar with standard technical equipment: Bench power supplies, DVM, Oscilloscopes, Computers
- Good communications skills.
- Ability to lift 50 pounds.

**Eligibility requirements:**

- You must be willing to take a drug screen and submit to a background investigation.
- The U.S. Government restricts access by Foreign Nationals to certain types of technology and technical data. Consequently, this posting is intended only for U.S. nationals, permanent resident aliens (i.e., Green Card holder), and protected individuals under the Immigration and Naturalization Act.

**Desired:**

- Bachelors/Technical degree
- 5 years of international experience in the MWD/ LWD Service Industry.
- Experience with multiple MWD tool platforms.
- Field and Shop Operational experience.
- Excellent presentation, Communication (Oral and written) and Interpersonal skills.
- Strong customer mindset.
- Excellent Troubleshooting skills
- Ability to perform under pressure.
- Able to perform duties and meet objectives and travel on a Self-sufficient manner
- Demonstrated technical competence.