



Get the Ball Rolling

*Do you have enthusiasm, drive, and determination to get the job done right?
Are you keen to make your mark on a dynamic and growing company?
Do you want to be valued for your skills, your experience, and your initiative?*

Desktop Analyst Houston, Texas

Packers Plus is the pioneer of open hole, multi-stage horizontal fracturing and we provide technology-based solutions to the oil and gas industry around the world. We are looking for a **Desktop Analyst** in our Houston, Texas office.

Primary Role

In this role, you will perform desktop support duties (i.e. answering help desk tickets, dealing with user issues, etc.). You will provide tier 2 technical support to all levels of the client's user community and work with infrastructure analysts where appropriate in providing resolution to all IT support issues. You will also provide applications and escalation support to all users to resolve the majority of Help Desk issues before they are escalated to our infrastructure analysts.

Key Tasks and Responsibilities

- Fully documents problem symptoms and captures all relevant system and application information within the company call tracking system.
- Independently resolves most problems/questions that arise, and consults with senior team members or other I/S development or technical staff only on unusual or especially difficult issues.
- Recognizes problem issues that affect multiple end users and work with other I/S departments to prioritize and solve quickly.
- Once problems are resolved, recommends solutions for inclusion in electronic knowledge base as appropriate.
- Provides after hours on call support as scheduled.
- Continually seeks to improve technical skills as they relate to all areas of the support organization through attending classes, providing onsite support to facilities as requested, and keeping up to date on company and industry standards.

Educational, Physical and Safety Requirements

- Post Secondary Degree in Information Technology an asset

Competencies, Skills and Experience

- Windows Active Directory experience and user account management
- Good Knowledge of Microsoft Windows, XP and 7 Operating Systems. In addition must have good working knowledge of MS Outlook, Microsoft Office Setup/Configuration, and desktop hardware troubleshooting
- Ability to resolve technical problems over the phone with emphasis on troubleshooting ability
- Strong organization skills and ability to manage a constantly changing workload
- Excellent verbal and written English language skills, including solid presentation skills
- Excellent analytical and problem-solving skills.
- Proven leadership and customer service skills
- Good interpersonal skills and an ability to work with others
- Ability to work effectively in a team environment



About Packers Plus

Packers Plus Energy Services is the pioneer of open hole, multi-stage horizontal fracturing systems with locations in the United States, Canada and around the world. Staffed with some of the industry's best completions personnel, Packers Plus provides technology-based solutions to the oil and gas industry around the world.

We are unlike any other completions company. Ingenuity in product design, combined with customer intimacy, operational excellence, and knowledge of the needs of producers sets us apart from the pack. Look for the introduction of a number of exciting, new and innovative products which are designed to reduce well costs, improve production, and maximize profits.

Email your cover letter and resume referencing the above position to uscareers@packersplus.com.



www.packersplus.com