



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 Calgary

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. To support our growth, we are looking for a **Desktop Analyst** in our Calgary office.

The **Desktop Analyst** will provide technical support to all level's of the clients user community and work with the infrastructure analysts in providing resolution on all IT support issues.

Key Tasks and Responsibilities

- Provide application support to resolve help desk issues
- Document problem areas and capture all relevant system and application information
- Recognize and resolve issues that affect end users and work with team members to prioritize and resolve
- Recommend solutions for electronic knowledge base
- Provide after hours on call support
- Seek to improve technical skills and remain up to date on industry practices

Educational Requirements

- Post secondary degree, diploma or certificate in information technology

Competencies, Skills and Experience

- Experience with windows active directory and user account management
- Solid understanding of Microsoft windows XP and 7 Operation Systems
- Good working knowledge of MS Outlook, Microsoft Office Setup/Configuration, and desktop hardware
- Ability to resolve technical problems over the phone
- Organization skills and ability to manage a constantly changing workload
- Excellent communicator with exceptional customer services skills
- 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 careers@packersplus.com.



www.packersplus.com