



Job Title: 001769 – Senior Systems Engineer

Based in: Aberdeen

Grade: 17

Salary Range: up to £37,900 (depending on skills and experience) plus excellent flexible benefits

Job Description:

SAIC are currently looking for a Senior Systems Engineer to work within our Production Systems Support Team. Based in Aberdeen, this position offers an opportunity for the successful candidate to develop a wide range of key skills in a multi-tasking role within the Oil & Gas sector. Main duties and responsibilities include the provision of application support and development services to our clients.

Duties Include:

- 1st, 2nd and 3rd level application support. Acting as lead resource on multiple bespoke and COTS Hydrocarbon Accounting and Production Reporting systems.
- Provide technical assistance to the BP Upstream programme.
- Maintain technical documentation for supported applications.
- Provide information for management reports when required.
- Provide support assistance to projects when required.
- Act as team co-ordinator of the call handling system on a rotational basis.
- Provide out of hours support for technical applications where required.
- Delegate calls and work packages to other team members.
- Mentor more junior team members.
- Attend client and internal meetings to discuss application support and perform call reviews. Feedback relevant information to peers and Team Leader and ensure actions are documented, agreed and progressed within the agreed timescales.
- Preparation and presentation of internal/external presentations in the course of resolving and explaining application issues or in the course of promoting the team to existing and potential clients.
- Identification of internal process improvements and customer application improvements, preparation and presentation of management summaries, with benefits of implementation and the required technical effort.
- Act on behalf of Team Leader at required meetings or during holidays up to but not including financial authority.

Candidates must possess:

- A proven track record in the support of or development of Hydrocarbon Accounting or Production Reporting systems.
- Experience of support and software engineering processes such as ITIL and CMM.
- Flexibility and willingness to work at SAIC or customer sites, some of which are outwith the UK.

- Strong analytical and problem solving skills.
- Understanding of applications support.
- Strong knowledge of Oracle or SQL Server or Sybase.
- Strong knowledge of PowerBuilder or Visual Basic.
- Strong knowledge of Excel and Excel VBA.
- Strong customer interfacing skills.
- Strong written and oral skills.
- Be prepared to accept change and lead change in others
- Have a keen desire to improve the support of existing customer base and assist the Team Leader in growing the team with new customers

Needed Skills, Education and Competencies

- A proven track record in the Upstream Oil & Gas industry
- Excellent understanding of applications support
- Strong analytical and problem solving skills
- Good working knowledge of programming commercial relational databases in at least one of the following - Oracle; Sybase; MS SQL Server
- Development experience of PowerBuilder or Visual Basic
- Strong Excel VBA knowledge
- Team player with ability to work with no supervision
- Able to supervise peers and junior team members
- Education to a degree level is desirable however relevant experience and willingness to work in a flexible team environment is equally important.

Competencies:

Team Building/Collaboration - Advanced
 Interpersonal Skills - Intermediate
 Customer Focus - Advanced
 Business Skills - Intermediate
 Domain Expertise - Intermediate