

## Support Engineer



### About Petrofac

Petrofac is a leading provider of oilfield services to the international oil and gas industry. We support our customers to unlock the potential of their assets; on and offshore, new and old. We have a 34-year track record and have grown significantly to become a constituent of the FTSE 250 Index. We have 31 offices and around 20,000 staff worldwide, comprising more than 80 nationalities.

Our business is all about people, and we are committed to attracting and retaining the best talent and providing the appropriate support frameworks to enable them to work successfully as part of our Group. Our values are clear and they highlight what Petrofac stands for. They are the single most important and universal aspect of our culture.

### About SkillsVX

Petrofac SkillsVX is a highly flexible software based solution that provides a transparent overview of competence compliance within a business.

Clients can use the software to assure internal and external stakeholders that workforce capabilities comply with operational and regulatory requirements. SkillsVX can analyze the workforce of an individual business unit, a specific asset or the organization as a whole.

SkillsVX can be used to:

- provide a comprehensive measurement of workforce capability and performance
- manage and track workforce skill and knowledge gap closure
- enable fit-for-purpose management of training, competence and development processes
- generate auditable, on-demand compliance dashboard reports to meet operational and regulatory requirements
- enable comprehensive planning and tracking of all personnel scheduling

Specifically, the competency management tool enables companies to manage and track the following.

- Training compliance: forecasting training needs, monitoring training budget, providing certification expiration alerts, managing compliance audits and supporting course bookings
- Competence compliance: establishing competence requirements, identifying gaps, alerting staff to appraisal deadlines and assessments, managing compliance audits, managing and

recording assessments

- Talent management: hosting career development paths, creating and tracking personal development plans and aiding succession planning
- Personnel on board planning: tracking compliance timeframes, forecasting compliance assurance throughout a project and closing gaps before crew go offshore
- Training logistics: managing all logistics around training, including management and administration of internal and external training providers, courses and costs
- Dashboard reporting: reporting on all aspects of input data, in particular finance reports on training spend

### **About the Job**

Job title SkillsVX service desk and support engineer

Working hours full-time

Location Leiden (The Netherlands), Sharjah (United Arab Emirates) or Houston (US)

Language English

**Purpose** In close corporation with the client, the support engineer helps with questions on the use of SkillsVX and solves routine issues. The engineer works closely with the SkillsVX implementation consultants and the SkillsVX development team when it concerns more complex questions and issues. Occasionally, the engineer helps with improving the training compliance of the clients.

Motivation the service desk and support engineer has a strong interest in matter regarding Human Resources in the oil and gas industry.

Competences good analyzing, writing and speaking skills

**Education** bachelor or Master degree with an interest in HR

**Business knowledge** HR processes in general, knowledge of the oil and gas industry is an advantage.

Technical knowledge Knowledge of SQL and advanced use of Excel is necessary. Affinity with the following Microsoft tools is an advantage, but can be taught on the job as well: SSIS, SSRS and/or SSAS. Knowledge of iDashboards is also an advantage.

**Remuneration** competitive salary, Dutch: situation 26 holidays, pension plan. Other locations can be obtained on request.

**Interested?** Do you recognize yourself in the job description, please



send us your resume and cover letter. You can send both documents to **[rs@smartplus4u.nl](mailto:rs@smartplus4u.nl)**

For any further information about this position, **[please contact Mr. Richard Suijkerbuijk t 00 31 \(0\)6 3104 60 73 or rs@smartplus4u.nl](mailto:rs@smartplus4u.nl)**