Support Analyst (End User Support – Land Management, Technology)

Reports To: Implementation Services Manager

Job Summary:

The Support Analyst will provide support and guidance to users experiencing technical issues relating to Peloton's Land Data Management Software.

Job Schedule:

- Work out of Calgary downtown office (in office)
- Monday - Friday

Primary Job Responsibilities:

- Provides technical support and guidance to resolve users problems
- Communicates with users via phone, chat, email, and/or a support ticketing system to assess the scope of the problem and determine what, if any, resolution steps users have performed
- Maintains knowledge of technical innovations, trends, and best practices within Peloton software offerings

Other duties:

- Performs other related duties as assigned.

Requirements:

- Completed Post secondary education in a related field (Land Management, Energy Asset Management, Land Analyst, Applied Technology, Engineering, Information Technology, etc)
- Tech savvy with knowledge of software and databases
- Good understanding of computer systems and other tech products
- Ability to diagnose and resolve basic technical issues
- Proficiency in English
- Excellent communication skills
- Customer-oriented and cool-tempered

Nice to Have:

- Prior experience providing field operator software system support

- Oil & Gas Industry knowledge

- Familiarity with Land Management and Land Systems

- Experience with MS Excel

Application process:

- Apply with both your resume and cover letter

- In your cover letter, please answer the following: Describe a time when you had to solve a unique problem in a previous job. Describe the situation, what you did to help solve the problem, and what you learned in the process.

- Initial interviews will begin to be set up the week of Aug 11, 2025

About Peloton

The Peloton Platform energizes the oil and gas digital transformation through mobility, automation, and data integration by providing fully integrated well data lifecycle, production data lifecycle and land data management solutions. Today, over 600 oil and gas clients worldwide rely on Peloton technology to equip their stakeholders with the tools and information necessary to manage, simplify and optimize their operations. For more information, visit www.peloton.com.

By submitting your job application, your confirm that you agree to the storing and processing of your personal data by Peloton as described in our Privacy Policy.

Please submit your application here: https://pelotonwellfocused.bamboohr.com/careers/169