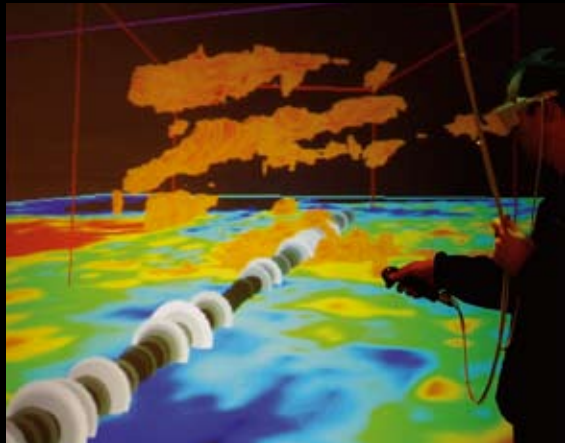


# Schlumberger



## *Connecting Talents*

**Your career in the IT organization  
at Schlumberger**



## The story of innovation continues... with you

At Schlumberger, our business is to help companies meet the growing demand for oil and gas, using the most advanced technical solutions to improve production from existing fields, and find new hydrocarbons in increasingly remote locations.

IT and communications technologies are vital to everything we do. They enable us to acquire data and transform it into knowledge—more and more in real time—in turn helping our customers take appropriate decisions for their business.

The Schlumberger IT organization focuses on enabling our business to grow profitably, by providing cost-effective processes and technologies that manage information flows and knowledge: delivering them to the right people, at the right time, and in the right place.

Our business is dynamic and offers many challenges, great autonomy, and excellent career development opportunities for IT professionals.

*“The oil and gas industry uses more computer power than any other industry except entertainment.”*



## Who are we looking for to join our IT organization?

We are looking for graduates and experienced people with a range of technical expertise to fill a variety of roles. We expect you to have a technical degree in an IT-related subject, or be an IT engineer or IT professional.

We recruit experienced people for more senior technical and management roles in our IT organization. For these positions, we expect you to be well grounded in IT, and ideally to have experience with exploration and production processes in the oil and gas industry.



## Would I fit in?

We are not looking for a single type of personality to join us. However, the successful professionals in our IT organization today have some characteristics in common.

They are generally good communicators who are equally comfortable talking to an engineer in the field, an office-based user, or an IT colleague on the other side of the world. They are committed: ready to put in extra effort to help users do their jobs as efficiently as possible.

Our people are located all over the world, so many of our teams are virtual—communicating via our various collaboration tools. Creative thinking and a pragmatic approach are also vital assets.

The Schlumberger business language is English, so it is important to speak it well.

Most of all, our people are interested in building a career in IT, seeing it as a crucial element when it comes to profitability, efficiency, and competitiveness.

## What kinds of opportunities are available?

### SERVICE DESK ANALYST

As the first point of escalation for service requests from users, we have two types of service desk analyst: one group that troubleshoots and resolves all issues with IT services, and another that specializes in real-time applications supporting Schlumberger Oilfield Services.

### ON-SITE SUPPORT ANALYST

Providing the second point of escalation to resolve problems with users' PCs, as well requests and changes, in a multi-protocol network environment.

### APPLICATION DEVELOPER

Analyzing, designing, developing, and maintaining software applications used by the business to meet its fast-evolving needs.

### IT SECURITY SPECIALIST

Managing IT security awareness at all levels in the business, assessing and checking systems and networks, working on security policies and strategies, and giving feedback on business realities versus security policies, plans, and procedures.

More experienced IT professionals could be recruited to a senior specialist role, or a more general role, including:

### IT PROJECT MANAGER

Leading and managing IT business or enterprise services projects of different sizes and complexities, to produce agreed business deliverables within deadlines and budgets.

### IT SERVICES MANAGER

Overseeing the delivery of a group of enterprise services; this could be anything from connectivity and network performance to infrastructure management.



## How IT adds value

We operate in a complex environment, where process innovation and efficiency make the difference.

With mobile data acquisition units, vessels, and people on the move in all corners in the world, our business relies on secure connectivity. For better efficiency, we increasingly collaborate with the well site or operate remotely, rather than just monitoring.

We achieve even greater value for our customers thanks to our real-time capabilities, including data analysis and decision-making. Connecting thousands of customers in more than 100 countries to their reservoirs is a challenge. The Schlumberger global infrastructure means we can operate in genuine real time, delivering quality services to our customers.

## A history of innovation in IT

Schlumberger has long been a pioneer in its use of information and communications technologies:

- As early as 1952, the company gathered the first computer-ready data from the field.
- In 1996, we conceived “real-time reservoir management,” to improve petroleum reservoir recovery.
- By 1981, we had implemented the first international data links with email, and in 1983, we set up our first secure internal gateway between divisions.
- Today, we run one of the largest computer infrastructures on the planet, and our Houston Data Center—just one of 39 IT centers worldwide—is among the world’s leading facilities in terms of computing speed and storage capacity.
- In the late 1980s, we established one of the world’s largest private networks (which remains among the biggest to this day).

*Other IT roles are available in Schlumberger, working as part of the company’s businesses to deliver information technology-based solutions directly to customers. There will be some opportunities to transfer between these areas of the company and the IT organization after your initial training is complete.*



## German

### Service Desk Team Leader, Bogotá, Colombia

*Bachelors, Systems Engineering,  
Universidad Distrital Francisco José de Caldas, Colombia  
Postgraduate Diploma, Technology Administration,  
Escuela de Administración de Negocios, Colombia*

“ My team supports over 8,000 computers and 10,000 people from Mexico to Argentina, in three main languages: English, Spanish, and Portuguese. The 16 analysts of my team support people of every nationality that are based in Latin America.

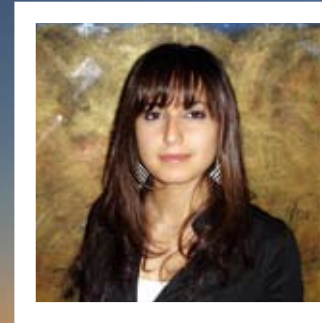
Before this, I spent four months in Brazil, working close to the users out in the field and as on-site engineer throughout Colombia. That really helped me to understand the stresses the user faces every day.

I think the company appreciates the huge responsibility we have to keep users connected, so I get great communication and feedback. My manager is very supportive. His door is always open.

In almost six years at Schlumberger I can honestly say that I've learned something new every day.”



*“My team has to understand users from many backgrounds.”*



## Doha

### Support Analyst for HR Systems, Dubai, United Arab Emirates

*Bachelors, Computer Science,  
Ajman University of Science and Technology, UAE*

“ I got a wide experience of Schlumberger when I did a vacation placement followed by a couple of temporary jobs. When I graduated, I joined the IT organization on the service desk, and I moved rapidly from there to service delivery and then on to application support for our HR systems.

Each time I made a career move, I discussed it with my manager very openly. We looked at my strengths and the training I needed; I always felt that my career progression was important to the company.

I think Schlumberger is a progressive business—particularly for this region—especially when it comes to empowering women. There's a 50/50 balance in the IT team here, and more women than men in my specialist group!”

## Elmo

**Global Email Administrator,  
Jakarta, Indonesia**

*Bachelors, Electrical Engineering,  
University of Indonesia, Indonesia*

“ A couple of years ago I was asked if I wanted to be part of the project to roll out a new messaging environment for Schlumberger worldwide. Once this was finished, it was a natural move to supporting the system. So now I’m part of a global team: two in Dubai, three in the UK, two in the USA, and me in Indonesia.

We work very closely together, even if it’s mostly remote communication. Having team members working across all the time zones means some can pick up where the others have left off trying to fix a problem... we all pitch in. The fact that we have very sophisticated diagnostic and monitoring tools—and we’re working with solid, mature technology—helps a lot. Our aim is always to fix a problem before the user even notices it’s there!”



*“Schlumberger invests  
in quality technology.”*



## Laurent

**Project Manager, Paris, France**

*Masters, Mathematics,  
Ecole Nationale Supérieure d’Informatique  
et de Mathématiques Appliquées de Grenoble, France*

*“I enjoy finding  
creative ways to  
meet users’ needs.”*



“ Why did I join Schlumberger? Because I knew from the start that I would be able to move around in my career! I was right. I started in France, then went to New York for three years, and then came back to France. Now I’m thinking about my next geographic move.... I’ve also been impressed by how responsive the company is. They make decisions fast. And they ask you to do the same. But that’s fine by me. IT is a constant adventure and you never know what tomorrow will bring. At Schlumberger, you can try out new ideas, use your initiative, step out of your job description... it’s very liberating.”





## Developing your career

The IT organization has its own fixed-step training and development program: GET-IT (Growth for Engineers and Technicians in IT). As part of this, we have structured training “roadmaps” for technical and IT management career paths. These include IT industry-recognized technical training and accreditation, as well as business and soft skills. You will find you are constantly updating your skills, through a mix of formal courses, e-learning, and experience on projects.

## Flexibility to follow your interests

Because IT is so vital to our activities, the opportunities are expanding all the time. Schlumberger prefers to promote from within and to give people the support and development opportunities they need to build careers with us. Thanks to our career development tools, you will always have a clear picture of what you need to do to progress to the next level.

## A distinctive lifestyle, in a truly multinational community

The oil and gas industry is a truly global business. Success depends on a rich mix of talents and technologies. For several decades now, we have recruited where we work. As a result, diversity is more firmly embedded in Schlumberger than in any other business in the industry.

We employ over 80,000 men and women of more than 140 nationalities, working in more than 80 countries. There are more than 20 nationalities represented among our top 50 senior managers.

*A passion for excellence*  
*A global culture*  
*A friendly work environment*

## Will I need to be mobile to work for Schlumberger?

This is less crucial in the IT organization than in some other areas of the business. However, an international career is a real possibility if you are interested.

Many Schlumberger people have taken an international career path, and our support networks are well established. And whether you are a single person, a couple, or a family, we help you adapt to a new country and culture. So wherever you go within the Schlumberger organization, you will feel at home.





*“The IT organization has a key role to play.”*

**Jessica**

**Production Service Delivery Manager,  
Global Real Time, Sedalia, USA**

*Bachelors, Geological Engineering,  
Colorado School of Mines, USA*



“ In my 11-year career at Schlumberger I’ve experienced a variety of different roles, including software development, implementation, configuration, and consumer support for service delivery. I’ve even had exposure to sales and marketing.

In my current role I manage a team of 11, providing a 24x7 helpdesk service for a proprietary product used both internally and for a small group clients. Schlumberger is investing heavily in streaming applications to reduce duplication and cost. The IT organization is very well positioned to increase efficiency while also increasing quality. This creates significant value both for our organization and for our clients. Our industry needs rapid solutions—as a result, there are huge opportunities for IT people to innovate.”

**Maxim**

**On-Site Support Team Leader, Yuzhno-Sakhalinsk, Russia**

*Diploma, Computer Engineering,  
Khabarovsk State University of Technology, Russia*

“ Our team in Yuzhno consists of only two people, so there is no specialization. We both have to deal with all aspects of IT support from LAN, WAN, and PBX, to servers and desktop support. But I don’t feel isolated. I have constant contact with my colleagues in other cities.

I had a similar role in my last company, but I wanted to move to Schlumberger because I could see I would have better opportunities for professional growth. I wanted to work with more up-to-date technology, for a company that really invests in IT. Schlumberger sets high standards.

The users are friendly towards the IT people. I think they can see the direct, positive results of applying IT in the business. That’s something I like too!”

*“There’s always someone to share your professional ideas.”*







## Jesus

**SOA Architect, Paris, France**

*Masters, Telecommunications,  
Universidad Politécnica de Catalunya,  
Spain*

“ Having done a variety of jobs within Schlumberger, in the UK and France, I’ve gradually moved away from my roots in telecoms. The latest challenge is to be part of the global team delivering “shared services” for the whole of Schlumberger. It’s all about facilitating communication

between different systems—without rewriting applications from scratch. Ultimately it should help the business react faster.

I really enjoy working on these kinds of real-life problems for the company, and I’ve always been motivated by working with new concepts, so this is an excellent role for me. I also enjoy the fact that it’s not just technical. In fact, a major part of my role is educating the business about the benefits each change will bring.”

*“We’re encouraged to think innovatively.”*



*“You have to be inquisitive and really willing to learn.”*

## Richard

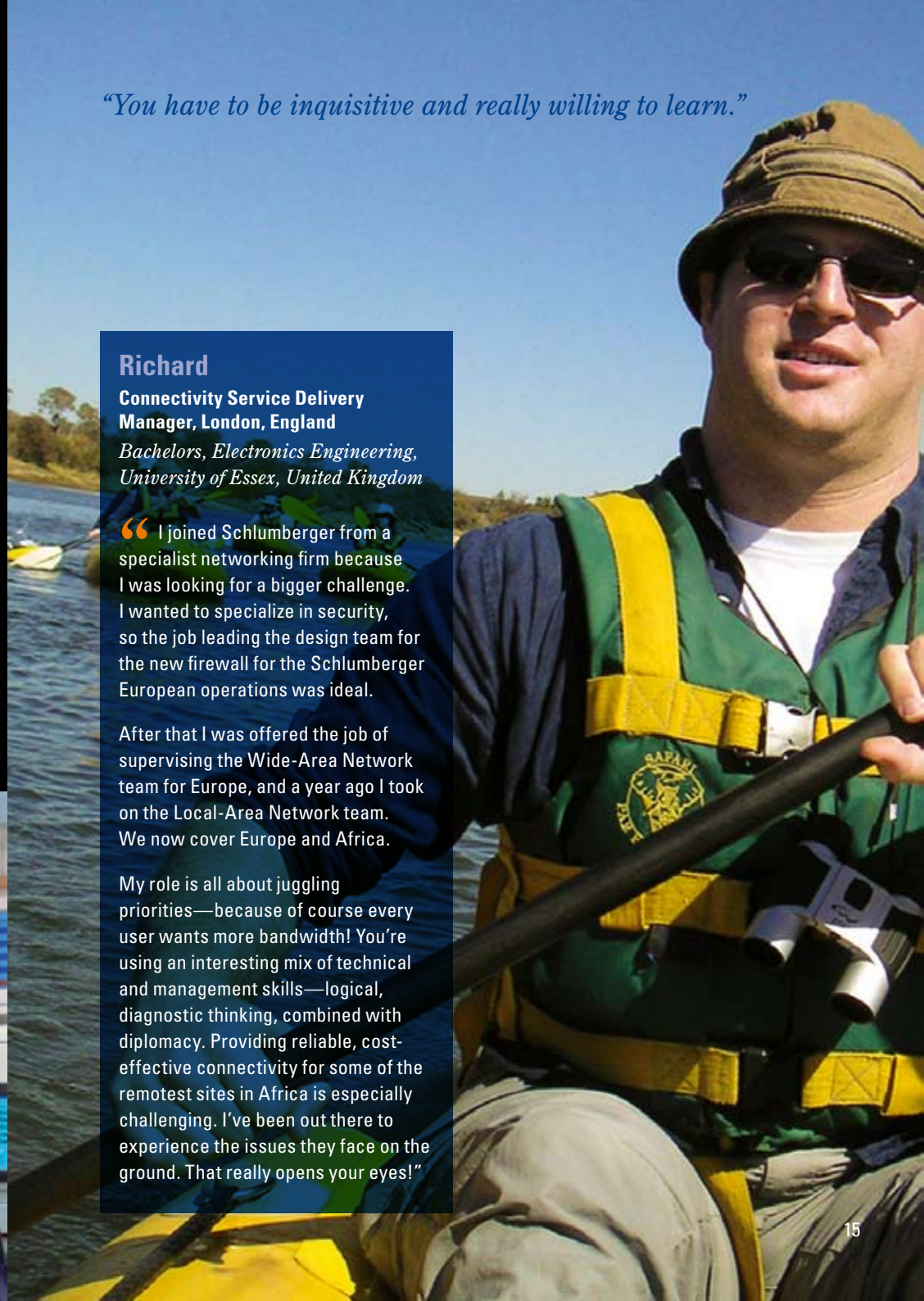
**Connectivity Service Delivery  
Manager, London, England**

*Bachelors, Electronics Engineering,  
University of Essex, United Kingdom*

“ I joined Schlumberger from a specialist networking firm because I was looking for a bigger challenge. I wanted to specialize in security, so the job leading the design team for the new firewall for the Schlumberger European operations was ideal.

After that I was offered the job of supervising the Wide-Area Network team for Europe, and a year ago I took on the Local-Area Network team. We now cover Europe and Africa.

My role is all about juggling priorities—because of course every user wants more bandwidth! You’re using an interesting mix of technical and management skills—logical, diagnostic thinking, combined with diplomacy. Providing reliable, cost-effective connectivity for some of the remotest sites in Africa is especially challenging. I’ve been out there to experience the issues they face on the ground. That really opens your eyes!”







**Benjamin**

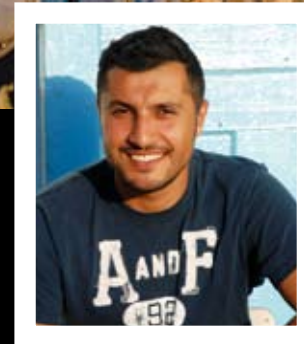
**WAN Engineer, Mexico City, Mexico**

*Bachelors, Systems Engineering, Instituto Tecnológico y de Estudios Superiores de Monterrey (ITESM), Mexico*

*“Everyone is working towards the same goal.”*

“ I’m part of a networking team spread right across the continent—from Mexico to Argentina. We work remotely from each other, but we’re always there to help each other, and if we can’t fix something there are colleagues worldwide who will pitch in and help. The challenges in this job are amazing. But so are the achievements. In less than a year we have changed the entire network in the Latin American region: technology, hardware, everything! Thankfully Schlumberger provides all the tools, training, and support you need.

I worked in five other companies before I joined this one, and I have never experienced such real synergy between people: such a positive and supportive multicultural environment. It’s made me realize the potential I had.”



**Massoud**

**Drilling and Measurement Field Specialist, Vienna, Austria**

*Bachelors, Electrical Engineering, Université Paul Sabatier (Toulouse III), France*

*“I relished the challenge of moving from IT to the field!”*

“ I joined the IT organization six and half years ago, in a support role, working first in one of our divisions before moving to the head office for three years. I found it fascinating learning about the company and what goes on in the field. Eventually I asked if I could move into a field role to develop my career.

The reaction from Schlumberger was very positive! That’s what I like about the company—they let you manage your own career and encourage you to seize opportunities. My first posting was to Nigeria. It was far from easy to learn a new job from zero, in a very difficult environment! I was very apprehensive. But I had great training and support all the time.

I’m now on my second posting in the field, in Austria. A real contrast, as this is a relatively new and fast-growing operation. It’s very exciting.”





*“You have so much freedom to learn and develop.”*

## Claudia

**IT Service Delivery Manager,  
Houston, USA**

*Bachelors, Statistics,  
Universidade do Estado do Rio de Janeiro, Brazil*

“ Having worked as an IT manager in one of Brazil’s biggest IT companies, I took a career break to travel the world with my husband (a Schlumberger engineer) and have my children. But when we moved to the USA, I went back to school to do a Microsoft qualification, and then applied to Schlumberger. I started right back at the beginning, in desktop support. But I’ve been promoted every year since then, and now I’m in a senior role—even looking after the systems used by the CEO!

My husband and I have had great support from the company as a dual career family. My experience proves that it’s possible to grow and progress at Schlumberger—no matter where you start. It’s tough and demanding, but you learn a lot and it’s very dynamic.”

# 7

## Great reasons to join the Schlumberger IT organization

- Schlumberger offers **great career opportunities**. No other business can offer such great variety, depth, and international presence. And we will never stop providing you with the training and development resources you need to progress.
- You will join **a uniquely multinational culture** where nationality and beliefs, gender and family situations are respected, and where people understand the true value of diversity, but where promotion is entirely on merit.
- You can really **develop as an IT expert**, using your creativity and problem-solving skills every day. Technical specialists are valued just as highly in Schlumberger as business managers. On the other hand, if a management career appeals to you, there are opportunities to follow that career path.
- **If you are looking for challenges, you will find them**, and not just technical or intellectual challenges. You could find yourself in some tough locations, working closely with the field service in difficult terrain, finding innovative solutions to complex problems.
- There are many **opportunities to make a broader contribution to society**. Our diversity and our culture lead to a view of ourselves as global citizens. We place high value on the quality of our behavior as employers, suppliers, clients, and members of the communities in which we live and work.
- We provide a **pay and benefits** package that is competitive within the IT industry.
- Our people agree: the work can be very demanding, the challenges are enormous—but Schlumberger is an **intensely rewarding, stimulating, and fun place to be!**



# Schlumberger

Success without boundaries

[www.slb.com/careers](http://www.slb.com/careers)

## *Schlumberger, who we are*

Schlumberger is the leading oilfield services provider, trusted to deliver superior results and improved exploration and production performance for oil and gas companies around the world. Knowledge, technical innovation, and teamwork are at the center of who we are. Worldwide, our engineers, scientists, and specialists supply technology, project management, and information solutions to an industry that is vital to the global economy. The company employs more than 80,000 people of over 140 nationalities working in more than 80 countries. Our belief that no culture has a monopoly on creativity has given us access to the best people no matter where they were born.

Schlumberger is an Equal Opportunity Employer.

## **How to apply:**

For consideration, upload your CV or resume at [www.slb.com/careers](http://www.slb.com/careers)