

Senior Support Engineer

Location : Rockville ,MD

Contract type : Permanent, full time

Department : Central Support Operations

Purpose of the job

You are an experienced network engineer in both routed & switched network environments, both virtual environments & Cloud technologies, and you are looking for a new technical challenge on a global scale inside a leading manufacturer for network devices.

As a 3rd level Customer Support Engineer, you will be joining our team in Rockville Maryland. On a daily basis, you will offer technical support to North America and Canada (operators & integrators) in order to validate solutions and win projects.

You will play a key role for problem reproduction and resolution interacting with R&D, and will be responsible for pre-validating new features before demonstrating them to the customers.

Furthermore, you will be the direct point of contact for customer questions and issues reported for our devices and will assist them towards a full solution.

Duties and responsibilities

- Deliver and coordinate the support for Ekinops products to the sales channels worldwide through the Extranet, be the interface between all external and internal parties
- Deliver support in order to resolve escalated problem from all channels.
- Assist in pre-sales consultancy tasks, check and test network designs for new and existing projects.
- Determine problem causes (hardware and software), work jointly with all involved departments (R&D, Production, Sales channels, affiliates,...) towards resolution.
- Determine, analyze and describe problems
- Represent Ekinops as a product and technology specialist, in order to meet customer expectations
- Train colleagues and customers on latest software and hardware evolutions
- Stay abreast of latest technical developments of competitors

Skills and profile

- Bachelor or Master in Electronics
- Minimum 5 years of experience in data/voice communications environments
- Fluent in English (both verbal & written knowledge). Any other language will be appreciated.
- Ability to travel
- Stress resistant, flexible.
- Good presentation and communication skills
- Ability to work in an international environment with cross-functional teams

Desired Skills:

- A passion for network environments based on routing & switching which are making use of a variety of protocols like Ethernet, EFM, PPPoE, MLP, GRE, L2TP & IPsec tunnels, dynamic routing (BGP, OSPF, RIP), QoS implementation in L2 & L3 Networks, IPsec (IKEv1, IKEv2, PKI, SCEP,...).
- A very solid knowledge of the voice environment, and protocols (ISDN, VoIP, SIP, SBC, ...), as well as voice debugging methodologies
- Experience in TCP/UDP IP networking & troubleshooting.
- Proficiency with management protocols (SNMP, CWMP, Netconf).
- Deep understanding of enterprise-architecture concepts, and knowledge of SD-WAN, branch networking, and VPN solutions.
- You are familiar to network inspection tools (e.g. Wireshark) for detailed inspection of network traffic.
- You can excerpt an industry standard network certification or similar through experience (i.e. Cisco, Juniper, Alcatel-Lucent/Nokia).

Extra Asset Skills:

- Knowledge of virtualization and hypervisor technologies (VMware ESXi, KVM/Openstack) would be highly valued
- Familiarity with public clouds (Azure, AWS, GCP), cloud management, and data centers would be a significant plus.
- Familiarity with scripting including Python and Bash
- Experience in fiber, copper (ADSL, VDSL, SHDSL) and LTE networks.
- Implementing and using L3 SLA probes and/or L2 EthOAM standards.

Nice to have

- Good knowledge of testing procedures and test equipment.
- Broad view on the telecom access market
- In-depth knowledge of broadband access techniques and equipment.

- Experience in firmware and hardware debugging and troubleshooting.
- Good understanding in
 - Network protocols for both Layer2 and Layer3 Data networks and knowledge of wireshark or tcp/udp dump inspections.
 - Network protocols for voice applications and using VoIP phones and Voice emulators.
- Extended view about logical network implementations over physical/virtual connections