

Department : Customer Support Organization -Transport

Title of job: Support Engineer (DWDM/OTN)

Date of hire: ASAP

Workplace: Büttelborn (Germany)

Type of contract: Contractor or Permanent

Job Description:

Ekinops is a leading provider of open and fully interoperable Layer 1, 2 and 3 solutions to service providers around the world.

Today, over 120 international service providers, including numerous Tier 1 carriers around the world, trust our people and technologies to help them with their infrastructure and to deliver enterprise managed services to their customers around the world. Over 50% of our 490 plus-strong team works in our multi-national R&D centers. Our company has a strong international background, with sales offices strategically located around the world.

As a Support Engineer you will deliver technical support to worldwide customers (service providers, system integrators, etc.) in order to validate Ekinops solutions in their environment, deliver Installation & Commissioning services, win projects and provide level 3 support and maintenance.

Your main driver is to achieve the best possible customer satisfaction. You are reporting to the CSO Director.

This position is mainly dedicated to DACH region but can be extended to EMEA.

Responsibilities: Pre-sales and Post-sales support

- Realize lab and field trials at Ekinops premises and/ or at customer facilities
- Write test plans and ensure their execution with the customer
- Write and support methods of procedures
- Support Customers and/or Contractors installations, commissioning and acceptance testing of Ekinops DWDM networks.
- Provide formal and hands-on training to customers on Ekinops transport products (transport platform and network management)
- Provide technical customer support by mail, phone or Ekinops web site incl. 24/7 coverage
- Register support requests in Ekinops support trouble ticketing tool and ensure follow-up until ticket closure
- Open RMAs and ensure RMAs follow-up
- Work with customer to identify their technical and professional service needs.

Education

- Engineer with a specialty in DWDM optical networks

Skills / Experience :

- 10 year of experience in the Telecom industry among which at least 2 to 5 years of experience integrating/Validating DWDM products, or deploying DWDM products, or providing technical support with a telecom manufacturer or with a telecom operator.
- Experience with dark fiber, SONET, OTN, IP, and switched Ethernet
- Strong knowledge of DWDM transmission parameters (NLE, OSNR, FEC performance, etc.)
- Knowledge of OTN Standard
- Trouble shooting skills
- Experience in Test and Measurement equipment for DWDM and Ethernet (Optical Spectrum Analyzer, OTDR, protocol testers...)
- Strong MS Office skills
- An experience as a trainer is a plus

Particular abilities

- Clear and effective communication skills
- Service-oriented business mindset
- Ability to drive several tasks in parallel
- Experience in customer relation
- Ability to work independently and make decisions
- Ability to give oral presentations in English
- Position subject to travels in Europe

Language

- German and English fluent
- French is welcome

Contact : hr@ekinops.com