

**Department :** Transport Customer Support

**Title of job:** Technical Support Engineer

**Workplace:** Rockville

**Type of contract:** Permanent / Full time

**Job Description:**

Ekinops provides pre and post sales technical support services to its customers.  
You are reporting to the US Technical Support Manager

**Pre-sales and Post-sales support Responsibilities:**

- 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.
- Supporting 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

**Skill of the applicant**

**Education**

- Engineer with a specialty in OTN optical networks

**Main knowledge**

- At least 5 years of Ethernet and/or OTN circuit design, provisioning, or engineering experience
- Experience in a carrier or ISP environment
- Experience with dark fiber, SONET, DWDM, IP, and switched Ethernet
- Strong knowledge of OTN standard
- Knowledge of DWDM transmission parameters (NLE, OSNR, FEC performance, ...)
- Knowledge of Netconf.
- Trouble shooting skills.
- Experience in Test and Measurement equipment for DWDM and Ethernet (Optical Spectrum Analyzer, OTDR, protocol testers,...)
- Strong MS Office skills

**Experience**

10 year of experience in the Telecom industry among which at least 2 to 5 years of experience integrating/Validating OTN products, or deploying OTN products, or providing technical support with a telecom manufacturer or with a telecom operator. An experience as a trainer is a plus

**Particular abilities**

- Clear and effective communication skills
- 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 North America (50% of time)

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