EKINOPS

Third Level Support Engineer

Location   **: Leuven, Belgium**
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. You have a broad view of the telecom access market 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 Leuven. On a daily basis, you will offer technical support to customers (operators & integrators) worldwide, 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
- Identify root causes (hardware and software) and work jointly with all involved departments (R&D, Production, Sales channels, affiliates, etc.) 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

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 techniques which are making use of a variety of network/routing protocols, QoS implementations and VPN/tunnel & IPSec environments
- Extended experience in TCP/UDP IP networking & troubleshooting
- Proficiency with management protocols (SNMP, CWMP, Netconf)
- Familiar with network inspection tools (e.g. wireshark) for detailed inspection of network traffic
- You can excerpt an industry standard network certification (or similar through experience): Cisco, Juniper, Alcatel-Lucent/Nokia
- Extended view about logical network implementations over physical/virtual connections
- Familiarity with scripting including Python and Bash
- Implementing and using L3 SLA probes and/or L2 EthOAM standards.

Extra asset skills:

- Deep understanding of enterprise-architecture concepts, and knowledge of SD-WAN, branch networking, and VPN solutions
- 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
- Experience in fiber, copper (xDSL), LTE/5G and wifi networks
- A very solid knowledge of voice environment and protocols (ISDN, VoIP, SIP, SBC, etc.), using VoIP phones and Voice emulator, as well as voice debugging methodologies