



Support Engineer (DWDM/OTN)

Location: Lannion, France

Contract: Full time

Department: Customer Support Organization - Transport

Telework options: hybrid on site – remote (up to 2 days home office per week)

Looking for an exciting and permanent job in a fast-growing high-tech company, offering a variety of assignments and interactions?

Job Context

For over 20 years, Ekinops has been driving innovation in network systems. We provide solutions focused on the needs of communication service providers and enterprises worldwide.

We provide **open, trusted** and **innovative network connectivity** and enable our **customers' success** by delivering **high value-added** software-driven solutions. Today, over 120 international service providers, including numerous Tier 1 carriers around the world, trust our people and technologies.

Over 50% of our 500+ strong team works in our multi-national Agile R&D centers. Our company has a strong international background, with sales offices strategically located around the world.

Ekinops is recognized for its ESG commitments with considerable improvement in ESG rating following 2022 Gaïa campaign and Silver Medal by EcoVadis.



Duties and Responsibilities

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 have the best possible customer satisfaction. You are reporting to the Transport CSO Manager.

Responsibilities: Pre-sales and Post-sales support

- 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
- Work with customer to identify their technical and professional service needs

Profile and skills

Education level & general experience:

- Engineer with a specialty in DWDM optical networks
- 10 years 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

Skills:

- Experience with dark fiber, SONET, OTN, IP, and switched Ethernet
- Strong knowledge of DWDM transmission parameters (NLE, OSNR, FEC performance, ...)
- Knowledge of OTN Standard
- Knowledge in Network Management System and Network Supervision
- 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
- Organized and Rigorous
- Ability to work independently and make decisions
- Ability to give oral presentations in English
- Position subject to travel in Europe

Language

- French and English fluent
- German is welcome

Package

- Possibility to work remotely
- Profit sharing program
- Meal voucher

Recruitment process

3 interviews:

- 1st with Department manager/Team leader
- 2nd interview with HR
- 3rd interview with C-Level/VP

To apply

Ekinops endeavours to be an employer of choice. Our teams are dedicated, imaginative and astute. We strive to work together around our core values, which includes dynamism, empowerment and customer focus.

Send your application using our online application form on <https://www.ekinops.com/careers/opportunities>