



Senior Support Engineer

Location: Sydney - Australia

Contract: Full time

Department: CSO Access

Flexible work: mix on site- 2 days/ remote- 3 days

Looking for an exciting opportunity within a growing high-tech company, in an international environment?

For over 20 years, Ekinops has been driving innovation in network systems. 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 near 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 has a culture of empowerment, trust and openness with our employees.

Duties and Responsibilities

As part of the global CSO Access team of 20+ people, reporting to the CSO Access Manager, you will offer technical support to worldwide customers (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.

- Deliver and coordinate the support for Ekinops products to the sales channels worldwide through Ekinops CRM tool, be the interface between external and internal parties.
- Deliver support in order to resolve escalated problems from all channels.
- Take part in the on-call duty 24/7 rotation.
- 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, 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 and skills

- Bachelor or Master in Electronics or Computer Sciences
- Minimum 5 years of experience in telecom/enterprise environments
- Fluent in English (both verbal & written). 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.

Technical 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, etc.)
- 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
- Deep understanding of enterprise-architecture concepts and knowledge of SD-WAN, branch networking, and VPN solutions
- Familiar with network inspection tools (e.g. Wireshark) for detailed inspection of network traffic
- Industry standard network certification (or similar through experience): Cisco, Juniper, Alcatel-Lucent/Nokia would be a great plus (although not mandatory)
- 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
- Extended view about logical network implementations over physical/virtual connections
- Familiarity with scripting including Python and Bash

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
- Extended view about logical network implementations over physical/virtual connections

Recruitment process

Expect multiple interviews at the very least with

- CSO Access Director
- VP Customer and R&D Operations
- HR

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 to hr@ekinops.com