

SUPPORT ENGINEER

To complement our team in Kista, Stockholm

INTRODUCTION

Smartoptics designs and enhances existing optical fiber networks through Wavelength Division Multiplexing (WDM) based solutions. Our products allow telecom operators, SAN architects and ISP infrastructure providers to build simple, straightforward and cost-effective solutions to fulfill their ongoing and future network capacity needs. At Smartoptics we focus highly on the ease-of-use/usability aspect of DWDM systems.

The candidate will be part of a small team supporting Smartoptics products towards its customers.

POSITION SUMMARY

The role of the support engineer is to assist customers with Smartoptics products and represent Smartoptics and its core values to the fullest. The support engineer shall always be business focused and provide a resolution that is the best for both parties. The type of support cases includes transceivers, from the traffic interface to the management interface (MSA) and optical line systems which also includes transponders and muxponders. The support engineer must be able to troubleshoot both software and hardware issues and determine steps required to resolve a problem. Regular 24/7/365 On-Call on a scheduled basis with ability to be flexible and assist during unforeseen emergency on-call.

REQUIRED SKILLS

- Experience of working in a technical environment with customers both over web, phone and face-to-face.
- Strong multi-tasking skills and ability to follow-up to make sure that nothing is missed.
- Knowledge of the optical components in DWDM design (optical amplifiers, passive filters, WSS, VOA) etc.
- Communication skills, must be able to communicate fluently in English and Swedish, both verbally and in writing.
- Knowledge of transceivers, both optical interface and management interface towards host system.
- Regular 24/7/365 On-Call on a scheduled basis, unforeseen emergency on-call may occur.
- Knowledge of Linux operating system and understanding how software and hardware interact in an embedded system.
- Writing documentation such as Method of Procedures, Field Service Bulletins and System Manuals.
- In Smartoptics we believe that gender-diverse teams are the best in solving multi-faceted problems, which we often encounter in our projects.

Smartoptics support team is located in Kista with head office in Oslo, Norway. Benefits include pension, health insurance, bonus scheme, 6 weeks' vacation and flexible working hours.

Does this sound like an interesting challenge for you? Please contact us at: careers@smartoptics.com

Furthermore, note that you must have a Swedish/EU work permit. No relocation assistance or visa support provided. No recruiters or agencies, please.