FIELD APPLICATION ENGINEER
(IT – TELECOM - NETWORKING | TRAVEL ACROSS EUROPE, ASIA & USA)
RIF.: IT-103

4U CONSULTING
HUMAN RESOURCES ADVISOR

DESCRIPTION

Our client is a technology company, part of a Multinational group, that designs and markets solutions and services to unlock the value of data for Telco, Industrial Automation and industrial IoT environment. To support its growth path, We are currently looking for a FIELD APPLICATION ENGINEER. The candidate will follow up on IoT Smart City project deployment activities and provide Customer support, both from remote and on Customers premises. The Field Application Engineer will have a strong IT/Telecom/Networking design background, to properly support Company' engineering solutions based on intelligent IoT devices (like RF sensing devices, Lighting controllers, Routers/ Gateway, RF Repeaters, etc.). The candidate will also support the technical sales and technical marketing activities.

QUALIFICATIONS – EXPERIENCE - SKILLS

- 3-5+ years of proven and relevant experience
- University degree in Telecommunication Engineering or equivalent discipline
- Strong IT/Telecom/Networking technical background
- Good knowledge of Linux shell and scripting languages (e.g. Python, bash, etc.)
- Deep Understanding of switches/routers configuration techniques
- Basic usage of most common programming languages (C/C++, PHP, Java, etc.)
- Proficient in English
- Willing to travel across Europe, Asia and North America countries and spend weeks on those locations to manage local support requests or customer needs (up to a total of 50% on field support per year must be considered)
- Customer focus, with strong interpersonal and communications skills, both verbal and written with an understanding of cultural diversity

MAIN TASKS & RESPONSIBILITIES

- Perform site surveys, network solution design, products installations and solution commissioning
- Run demonstrations, training, as well as pilots, and real installations
- Manage customer's support requests, either on field or remote, through the appropriate ticketing system, up to the complete incident resolution
- Technically follow up with customers during and after deployments of the solutions
- In case of technical issues, support root cause analysis and fault resolutions, providing recommendations and workaround

LOCATION & JOB CONTRACT INFO

CH - Chiasso, 100% (full time) | Willing to travel across Europe, Asia and North America (up to a total of 50%) – Permanent Swiss Job Contract