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Job ID

003233

Brief Description

The members of TAC-2 (2nd line of technical assistance center) are characterized by broad technical knowledge about all ADVA products and technologies as well as by close relationships with ADVA customers and very good understanding of their networks. By applying high technical and analytical skills and by working hand in hand with TAC-3 and R&D (Research and Development), the members of TAC-2 guide the customers through troubleshooting (24/7/365- shift system) and recovery processes in order to solve and prevent any network faults.

Responsibilities

- Providing highest quality engineering-level phone and email technical assistance to ADVA's customers and partners (in English language)
- Regular participation in 24/7 rotation (shift system)
- Providing feedback to Quality Management, TAC-3, R&D and Documentation to address necessary product design and functionality improvements
- Sharing knowledge and experience via coaching, internal training and regular contribution to the Knowledge Base
- Administration and maintenance of equipment and tools used for support purposes
- Occasionally assisting during customer facing activities such as:
 - Technical training on ADVA products and technologies
 - Onsite support and deployments
 - System evaluation and qualification trials and demo activities

Ideal candidate

- Solid technical knowledge in WDM and or Carrier Ethernet; working experience with telecom transmission devices is preferred
- Knowledge of / experience with transmission and synchronization networks including any of the following technologies: DWDM and fiber optics, OTN, SDH, SAN, TCP/IP, Ethernet, Precision Time Protocol (IEEE 1588)
- Experience with IP based Data Communication Networks (DCN) and routing protocols (OSPF, RIP)
- Knowledge of computer operating systems: Windows, Solaris, Linux
- Experience in operating test devices such as for example: protocol testers, Optical Spectrum Analyzer (OSA), Optical Time Domain Reflectometer (OTDR), or others
- Experience in Technical Support or other customer-facing technical service related department in the telecom business sector is preferred
- Customer-friendly attitude and very good interpersonal skills (in verbal and written communication)
- Fluent language skills in written and spoken English are a must
- Readiness to occasionally travel globally for customer visits and company internal events (up to 10% of working time)
- Good working knowledge of MS Office applications (Outlook, Word, Excel, PowerPoint, Visio)
- Experience in SAN (Storage Area Networks) environment would be an additional advantage
- Language skills in written and spoken German will be an additional advantage

Contact

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