

The European Computer Telecoms Group (www.ect-telecoms.com), an innovative telecoms solutions provider to Telecom Operators and Service Providers worldwide, has an excellent opportunity for a Telecoms Service and Support Engineer to join their Dutch subsidiary in The Hague.

Telecoms Service & Support Engineer (Voice and Networking)

Place: European Computer Telecoms BV in The Hague - Leidschenveen (HNK The Hague Building)

Main Responsibilities:

- Provide support services (remotely) to Telecoms Operators that work with ECT Technology
- Single Point of contact for Managing customer support tickets (JIRA Ticketing Tool)
- Analyze and resolve system errors (2nd / 3rd Level) and help with customer inquiries
- Direct field support (in person) for on-site installations throughout Europe
- Join a 24/7/365 out-of-hours hotline support on a rotational basis

Key Skills and Experience

- Experience in the following areas:
 - Linux (must), IP Networking, Oracle DB, Virtualization (VMware / Openstack)
- Telecom expertise: SIP/RTP, WebRTC. Knowledge of telecom protocols SIGTRAN, INAP, SS7 will be a plus
- Internet & Web Server Technologies.
- Experience in working with smaller teams
- Personable, team player, articulate with good phone manners
- Fluent English is mandatory
- German Language would be a plus

Education: Graduate level or a comparable education (university), HBO or MBO +

Previous Experience: At least 2 years of professional experience in telecoms or IT support

Package:

- Salary commensurate with experience
- Variable yearly bonus
- Continuing education in cutting-edge telecommunications technology
- Initial 1 year contract with probation period of 1 month. Fixed contract after 1 year.

Please provide your application in English