



The European Computer Telecoms Group (www.ect-telecoms.com), an innovative telecoms solution provider to top carriers and service providers worldwide, has an excellent opportunity for an IT and Telecoms Support Engineer to join their Dutch subsidiary in The Hague.

Are you the colleague who knows his way around on Linux servers and inside computer and telecom networks? Would you like to make sure vital and high-visible services are running without issues and maintain them on a regular basis? Then we need you to extend our support team here in The Hague.

Please apply with your CV, including a motivational letter if you think, you are a match and would like to join our small multi-national team in Den Haag.

Main Responsibilities:

- Provide support to telecom operators Europe wide that work with ECT Technology
- Regular contact with our customers to proactively advise on improvements and discuss the recent issues. We work on a basis of personal contact to customers. You will be a single point of contact (SPOC) for some of our existing customers.
- Sometimes on-site field support is needed for hardware installation throughout Europe (due to virtualization this is getting less frequent in the future)
- Join a 24/7/365 out-of-hours hotline support on a rotational basis (about 6 times a year)

Key Skills and Experience:

Mandatory:

- Linux RedHat/CentOS
- Understanding IP networking
- Experience with working in a small team
- Team Player
- Excellent soft skills (phone and personal)
- Fluent English as it is our corporate company language
- Driving license B (car)
- Permit to work and travel inside Europe

Big plus:

- Telecom experience (knowledge of the protocols: SIP, RTP, SIGTRAN)
- General understanding of VOIP and the RFC concept
- Web Server Technologies.
- Knowledge of the German language

Job Types: Full-time, Permanent

Experience:

- general understanding of the telecommunication industry: 3 years (Required)
- IP networking: 2 years (Required)
- Linux REHL/CentOS: 3 years (Required)
- VOIP/Telephony: 1 year (Preferred)

Language:

- English (Required)
- German (Preferred)

License/Certification:

- driving license B (car) (Required)

Who we are:

- **We have an amazing, highly diverse team** with colleagues from Brazil, Bulgaria, Colombia, Egypt, Finland, France, Germany, Guatemala, Greece, Hungary, India, Indonesia, Iran, Ireland, Mexico, Morocco, the Netherlands, Pakistan, Romania, Spain, Tunisia, Turkey, the USA, etc.
- **We care about you.** All employees participate in the success of our company via our company bonus. We offer a highly competitive compensation package with a company bonus and uncapped commission, company car, relocation assistance as required and 30 workdays of paid vacation
- **We invest in your future.** We encourage all employees to participate in further education and offer in-house language courses and trainings, external seminars and university courses. Many colleagues have even completed company-sponsored MBA programs.
- **We care about our community.** For over 15 years, we have been the main sponsor of the Munich Chamber Orchestra and all employees receive tickets to their amazing concerts.

Please send your CV by e-mail, including your salary expectation and a possible start date to hr@ect-telecoms.com mentioning "Support Engineer IT and Telecoms" in the subject.

In order for your application to be considered, you must include a 2-minute video, in which you:

- 1. Introduce yourself and your qualifications for this position,**
- 2. Explain what motivates you to apply, and**
- 3. Ask three questions about the position and/or ECT.**

Employment starting date: immediate.