



Technicolor is home to creative technology professionals committed to the creation, management and delivery of entertainment content to consumers around the world. If you are passionate about excellence and innovation, we invite you to come and see us.

You too can be a part of our winning team!

Technicolor Edegem is the world leader in gateway devices and multiple-play applications. We develop state-of-the-art technology for our wide range of- connected home products.

We are currently looking for a

## Customer Technical Support Engineer Telco

### Job Responsibilities

- You define and execute Product and Network Demonstrations tailored to Customer requirements in Presales Phase.
- You support the tendering team by answering technical statement of compliance and follow the technical Contract negotiations and adopt the technical Documentation accordingly including BOM.
- You manage technical Product homologation to receive necessary certifications for a market
- You create customized SW builds, installation CD and templates to apply network integration for dedicated customers.
- You develop customized WEB GUI Pages and configuration scripts based on LUA and SHELL.
- You test customized SW in customer network scenarios.
- You analyse technical issues on site/remote: you manage issue resolution between customer and business unit in all phases of product life cycle, you develop workarounds and alternatives.
- You manage artwork customization between customer and business unit.
- You plan and execute technical product phase in, phase out and transitions (customized SW/upgrade SW).
- You are single point of contact for all technical questions of Customer in presales, sales and post sales phase.
- You are responsible for customers national and internationally, including traveling for business occasions. This travels typically last between 2 and 5 days and can require up to 50% of the work time and can cover the whole EMEA-Region
- Depending on project needs, a 24/7 on call standby can be necessary in special periods of the year.
- You perform customer tailored technical Product training (configuration, operation, helpdesk).

### Education

Master of Engineering or Informatics

### Experience

Some earlier experiences in the field of testing for telecommunications equipment shall be considered as an advantage. (2 years)

## Skills

- Understanding of common OS, SW concepts and telecommunication networks and components.
- Basic understanding of the following technologies: Ethernet, VLAN, 802.11, USB, ATM, GPON, DOCSIS and DSL.
- Basic understanding of the TCP/IP protocol suite (incl. NAT, ALG, VPN, UPnP, DNS, DHCP). Preferably also in an IPv6 context.
- Basic understanding and knowledge of LUA, xml, LINUX, SHELL.
- Understanding basic concepts of the following applications and their underlying technologies: VoIP (SIP/MGCP), IPTV (IGMP/multicast), TR69 and DLNA/UPnP AV
- Experience with IP routers/gateways and IP networks in general.
- Any experience with following test tooling is a plus: Wireshark.
- Knowledge of problem-analysis/troubleshooting..
- Basic knowledge of presentation/communication techniques.
- Autonomous in organization of daily work load.

## Language

English is mandatory. One of the following languages is a plus: Italian, Spanish, French or Dutch

## Location

Edegem (Antwerp), Belgium

Department: Connected Home, EMEA Region

## Our offer

We offer a competitive package including fringe benefits such as a company car, free DSL connection, meal vouchers, hospitalization and group insurance together with career opportunities in a highly advanced technological and innovative environment.

Flexible working helps you manage your work-life balance. Next to the 20 days of statutory annual leave and the public bank holidays, you are entitled to 8,5 days extra from the reduction of working hours. Using our flex time system could allow you to 7,5 days more holidays and after each 5 years of uninterrupted service for Technicolor, you get an extra seniority holiday.

As innovative player, we encourage personal evolution. Collaboration will help you discover new opportunities and new working methods. Furthermore, if needed for you to grow and develop your potential we offer training.

## Apply to this position

Technicolor Delivery Technologies Belgium

HR Department

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