Product Applications Support Engineer (Bilingual fluency: French & English)

Apply Now

Company: Viavi Solutions Inc.

Location: United Kingdom

Category: other-general

Summary:

VIAVI (NASDAQ: VIAV) has a 100+ year history of technical innovations that have evolved to keep pace and address our customer's most pressing business issues. We make equipment, software, and systems that help to plan, deploy, certify, monitor, and optimize all kinds of networks - like those for mobile phones, service providers, large businesses and data centers. And, we are also at the forefront of optical security – we bend light to develop and deliver optical solutions that provide security to the world's currencies and safety and performance applications for consumer electronics and spectrometry.

We are the people behind the products that help keep the world connected – at home, school, work, at play, and everywhere in between. VIAVI employees are fierce about supporting customer success and we welcome people who bring their best every day to the company - to question, to collaborate and to push for solutions that will delight our customers.

Learn more at www.viavisolutions.com

Duties & Responsibilities:

Position:

This Product Applications Support Engineer position located in VIAVI's Edinburgh office will put you at the center of the Fiber Optics business in Europe, the Middle East and

Africa (EMEA).

As a highly motivated Applications Engineer focused on the support of VIAVI's fiber optics test and measurement products, you will leverage your experience and technical expertise to collaborate with internal members of other cross-functional teams in Sales, Product Line Management (PLM), Research and Development (R&D), Services & Technical Support, to ensure the successful delivery of technical support to our customers.

You will begin by developing a working knowledge of VIAVI's fiber products, their measurement applications, and the part they play in ensuring the health of various communications platforms. As you attain in-depth technical knowledge of these products, you will partner with cross-functional teams, to enable our customers to grow, ensure highest operational efficiency and exceed their internal organization objectives.

The successful Product Applications Support Engineer will be expected to be a subject matter expert in the details of installing, configuring and troubleshooting the products. The ability to work in a fast-changing environment, along with others in the team to delight our customers is a key requirement for this role.

Duties and Responsibilities:

Act as the first point of contact to respond and resolve customer technical enquiries about VIAVI's fiber optic products in French and English.

Provide VIAVI customers with the highest quality of product support and services.

Document, communicate and implement support deliverables including support strategy, maintenance, support metrics, licensing, etc.

Create application notes, technical papers, service notes, training documentation, etc.

Be a customer advocate. Visit customers at their sites to become familiar with their systems and be able to optimally support them.

Contribute to product support objectives, strategies, and technologies to ensure product supportability.

Travel requirement up to 25% within EMEA.

Pre-Requisites / Skills / Experience Requirements:
Required Qualifications & Experience:

Fluent in both French and English languages.

Knowledge / expertise / in fiber optics.

Knowledge of optical test equipment (OTDR, OSA, BERT, optical power meter) with various types of optical fibers and fiber optic characterization (FOC) procedures and equipment.

Bachelor's or Master's degree in computer engineering, Electrical Engineering, Computer Science, Physics or an equivalent combination of technical education.

IT knowledge in Linux Operating Systems, computer networking, scripting languages & database technologies.

Excellent oral and written communication skills.

Excellent technical troubleshooting and debugging skills.

Ability to interact with a wide range of people and enjoy internal/external customer interaction.

Personal attributes:

Customer first mindset. Builds trust confidence and credibility with customers and suppliers (presents well).

A team player, who communicates well in all settings, shows initiative to get things done and delivers on commitments made in a calm professional manner.

Calmly resolves conflict manages time and negotiates with consideration.

Desire to learn.

If you have what it takes to push boundaries and seize opportunities, apply to join our team today.

VIAVI Solutions is an equal opportunity and affirmative action employer – minorities/females/veterans/persons with disabilities.

Apply Now

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