# Application Engineer

 Overview

We are seeking an innovative, creative, and experienced **Application Engineer**who is ready for the challenges, responsibilities, and rewards that come with working in a high-energy, fast-paced environment. iDirect is dedicated to providing next generation solutions for broadband IP networking via satellite networks. As the leading innovators in this new space, our diverse and talented team of internet, satellite, and telecommunications professionals continues to break new ground and create significant opportunities for network operators, for service providers/ resellers, and for corporate networking professionals.

As our Application Engineer, you will:

* Provide direct technical assistance (remotely and onsite) to ST Engineering iDirect’s customers
* Identify, follow-up, resolve and document customer technical complaints with regular feedback to management and customer
* Plan, design and contribute to commercial roll-out projects such as installations, acceptance tests and training
* Execute and lead service interventions such as system upgrades, configuration changes and preventive maintenances
* Interface with other departments on product deficiencies, whilst acting as the customer’s liaison
* Contribute
  + To Product Lifecycle Management by providing input for Products improvement via continuous interaction with Systems Engineering
  + And lead company task forces to restore and resolve Customer Problems
* Issue technical bulletins, procedures and work methods in order to maintain and extend the STE iDirect product knowledge base
* Assist in the validation, documentation and training of new products and software releases
* Be part of rotating shift duties in support of 7x24x365 operations as part of the follow-the-sun support in collaboration with other offices collaboration
* Participate actively in continuously improving STE iDirect’s operations
* Administer efficient working of infrastructure and assist to install an effective equipment base

As a prerequisite to become our Application Engineer, you:

* Hold a degree in Electrical Engineering or Computer Science with emphasis in telecommunication systems preferred
* Posses knowledge or practical experience with
  + IP-based networks with a CCNA certification or equivalent experience with switch & router configuration and tooling e.g. Wireshark
  + OSI model and protocols: HTTP, UDP, TCP, ICMP, IP, MAC
  + Satellite access technologies: SCPC, MCPC, MF-TDMA, MxDMA
* Have effective oral and written communication skills in English
* Are able to multitask and effectively manage time
* Have 1+ years of experience working with
  + Ground satellite systems
  + High data rate satellite modems
  + The ITIL service delivery process; service desk (incident, change & problem management) and SLA & KPI reporting
  + RF field experience with VSAT installation, activation (line-up) and troubleshooting
  + Virtualization frameworks based in OpenStack like Windriver or VMware
* Are experienced in
  + Linux CLI and scripting languages e.g. Bash, Python
  + Class room training and practical demonstration
  + Designing and implementing system level procedures
  + Technical writing to create training content, work procedures and acceptance test plans

Once on board you will:

* Be part of our Customer Success team based in our European headquarters in **Sint-Niklaas (Belgium)**
* Be able to tailor our competitive compensation package to your specific transportation desires
* Join an innovation and people driven high-tech industry leader
* Be a member of a passionate global family that values openness and a can-do mentality
* Take pride in enabling internet connectivity to the world (from schoolchildren in remote areas to in-flight Wi-Fi)