Technical Support Network Engineer

The technical support team is growing and there is a need to bring on new Technical Support Engineers to support increased project demand. This new position is focused on hiring Technical Support Engineers who will able to work on different shifts to support our customers 24/7.

Reports To: CPO
Location: Kosovo
Effective Date: December 2025

ROLE DESCRIPTION

Our Technical Support Network Engineer role primarily involves monitoring, maintaining, and troubleshooting IT and telecommunications networks to ensure optimal performance and minimal downtime. The engineer works mostly from a centralized location to detect and resolve network issues, often providing 1st and 2nd line support and escalating complex problems when necessary.

KEY RESPONSIBILITES

- Capability to work flexible hours or shifts to support 24/7 network operations.

- Monitor network performance and capacity in real time using network management tools, responding promptly to alerts and incidents.

- Diagnose and troubleshoot network errors and hardware/software issues, ensuring timely resolution to minimize downtime.

- Deploy, configure, and maintain network hardware and software, including switches, routers, firewalls, and servers.

- Manage incident tickets, document resolutions, and produce incident reports for continuous improvement.

- Coordinate and escalate with vendors, service providers, and internal teams to resolve network connectivity issues beyond their control.

- Provide network support to users and stakeholders, including training and communication of network status

KEY PROJECTS <OR> CLIENTS

Worldwide projects and customers: Technical support of our PON systems deployed in the field.

QUALIFICATIONS

- Bachelor's degree in Telecommunications Engineering, Computer Science, or a related field (Master's preferred).

Experience:

- 2+ years of experience in technical support centre.
- Experience in full-lifecycle software projects, from initial development through to testing, deployment and support.
- Experience with Agile methodologies, CI/CD, and DevOps practices.
- Experience in the telecoms or broadband technology sector is a plus.

Skills:

- Strong knowledge of network protocols (TCP/IP, routing, switching), network monitoring tools, and hardware. CCNA/CCNP certifications would be a plus.
- Experience with working on Linux OS / Kubernetes / CUPS environments / shell scripting / regular expressions / Grafana / Kafka / JSON/ phyton scripting.
- Technical understanding of REST APIs, data flows, and system integrations.
- Ability to analyze complex network problems and implement solutions independently or collaboratively.
- Knowledge on FTTH/PON systems.
- Experience with network equipment from vendors like Cisco, Juniper, or equivalent.
- Good communication skills for documentation and cross-team collaboration.
- Speaking / writing and reading in English, Spanish would be a plus.

KEY COLLEAGUES

Collaborate closely with Network Engineers, Quality Assurance Engineers, Customer Service team, and other Product Development teams to align efforts, effectively meet customer requirements and achieve project goals.

These include:

- Software Engineering, R&D, QA, Sales, Customer Service.

COMMUNICATION LINES

Collaborate with: Software Engineering, Quality Assurance teams, Customer support, Sales Engineers.
Consult with: Software Engineering, Network Engineering
Inform: Software Engineering, QA
Reports to: CPO

SUPORTING DOCUMENTS