

Headquartered in Belgium and with offices in Europe, the United States and Australia, Option specializes in wireless solutions enabling (I)IoT communication.

With more than 30 years of experience and many industry firsts, the Company is ideally positioned to offer efficient, reliable and secure solutions across a variety of industries and applications.

Option partners with system integrators, value added resellers, application platform providers, value added distributors and network operators to bring tailor-made solutions to customers around the world.

Customer Solutions Engineer

A Customer Solutions Engineer at Option is the interface between the customer and our engineering team. Guiding (new) customers to reach their goals with our products is what drives you on a daily base. The priorities are set by the business development / sales team.

Tasks & Responsibilities

- Become an expert in our products.
- Technical interface towards system integrators.
 - Discuss technical issues with customers by phone, mail or ticketing system.
 - Onsite analysis and follow up of complex technical issues in close cooperation with our engineering team.
- General product testing, release new firmware versions with a focus on the quality of the product.
- Using different methodologies to accomplish the supportive tasks like writing technical documentation/release notes/presentation, bugtracking, trace-log investigation.
- Supportive tasks consisting of general product testing, conference calls with customers, troubleshooting and performing presentations, tech-commercial and trainings (at the customer's site).
- Continuously maintain/expand your technical expertise to be able to serve the customer on an accurate, fast and correct manner.

Job Profile

- Degree in Master ICT/Electronics or equal through experience.
- Be an independent thinker and require little supervision, but also work well in a team to achieve the organization's ultimate goals.
- Handle multiple projects in a short period of time, able to multitask and cope with deadline pressure.
- Present ideas and information accurately and explain industry jargon in a clear manner for customers.
- Willing to travel.
- Language requirements English and Dutch, French and/or German are a plus
- Experience with IoT or M2M market is a plus.
- Experience in C/C++, Linux, JavaScript, LUA, Computer networking (TCP/IP, OpenVPN...) is a plus.

Personal competences

- Organized worker
- Team player
- Customer minded



- Eager to learn
- Excellent social skills and commercial feeling
- Ability to perform under deadlines

What we offer as a company and expect from you

Right from the first day you join us, we will give you the opportunity to prove your talents in a challenging environment and in a job that suits your skills, experience and personal qualities. You'll find yourself a member of a very focused, open-minded and, foremost, results-driven team. As an Optionese, you will be encouraged and pushed to take responsibility for what you do, to show initiative, to think out-of-the-box and, above all, to act as a member of team that is working hard at delivering solutions to customers. We offer a competitive salary package en benefits.