

Customer Service Engineer

NKT Photonics is a dynamic, international high-tech company with headquarters in Denmark and development and production sites in the United Kingdom, Germany and Switzerland, as well as sales offices in the United States, Europe, and Asia.

We are a fast-growing company, and we are looking for a Customer Service Engineer in our subsidiary company NKT Photonics GmbH in Cologne, Germany. In this position you will provide technical service to international customers around the world and provide support to Application Engineering to enable the usage of our products in different applications.

Main tasks and responsibilities

- Providing technical service to NKT international business partners within the context of commissioning and maintenance
- Providing assistance for technical queries via telephone helpdesk, remote data access, or onsite
- Providing technical support in the development of applications and in pilot projects
- Cooperating closely with the internal departments

Main Requirements

- A solid technical education (Electronics / Fiber Optics)
- Several years of experience in support/customer service
- Skills in the field of network engineering would be advantageous
- Competence in the use of Microsoft Office products (Outlook, Word, Excel)
- Good spoken and written English
- A willingness to travel
- Good team working and communication skills
- An independent, responsible approach to work
- Travel Requirements approximately 50-60 % annually, primarily within Europe but on occasion globally

We offer

An innovative environment with demanding tasks, and continuous development of your personal and professional competencies. You will get the opportunity to actively contribute to our growth with your ideas and thus make a significant contribution to the success of the company. The working atmosphere is characterized by flat hierarchies and fair, appreciative, and collegial cooperation.

Want to join the team? Send your application and CV in English language to careers-de@nktphotonics.com or by mail to NKT Photonics GmbH, Schanzenstraße 39, D9-D13, 51063 Cologne, Germany. If you want to know more, feel free to call us on +49 (0) 221/99887-0.

Learn more about us at www.nktphotonics.com/lios

NKT Photonics is the leading supplier of high performance fiber lasers, photonic crystal fibers and fiber optical sensing systems. Our main markets are within imaging, sensing and material processing. Our products include pulsed lasers, such as supercontinuum sources, low noise fiber lasers, distributed temperature sensing systems and a wide range of specialty fibers. NKT Photonics has its headquarters in Denmark with sales and service worldwide. NKT Photonics is wholly owned by NKT A/S. More information on NKT Photonics can be found at www.nktphotonics.com