

Support Technician (LIOS) for North, Central and South America, US

At NKT Photonics we aim to make a difference in the World by creating technology and products that benefit Mankind. These are lofty goals for sure but they drive us to perform above and beyond our peers and keep us all motivated.

NKT Photonics, is a dynamic, high-tech company with an international outlook. Under our LIOS brand we develop, produce and market high-quality fiber optic systems for linear temperature measurement. Typical areas of application include monitoring of high-voltage cables and overhead lines, thermal analysis in the field of oil drilling and production, fire detection in road tunnels and buildings, and plants where there is a risk of fire. Thanks to our extensive know-how and the innovation and commitment of our employees, we are one of the world's leading suppliers in our segment of innovative, technically mature safety systems.

Your Tasks

- Manage all service projects and ensure customers' needs are met and exceeded
- Commissioning, installation and training of fiber optical based Distributed Temperature Sensing (DTS) devices
- Technical support via phone, e-mail or directly on site
- Work closely with R&D Application Engineering to prepare and to develop commissioning and implement repair solutions when required
- Perform routine maintenance on equipment and determine when/what kind of maintenance is required
- Install equipment and software programs to meet project requirements
- Ensure equipment installed is working and measuring properly
- Analyze/understand device data, IT protocols etc. to ensure proper implementation and be able to identify failures and other defects
- Always looking for ways to help and improve customer experience
- Travel to exciting locations and be a part of innovative projects

Job Requirements

Your Profile

- Bachelor' Degree of Science: Optical Engineering, Electrical Engineering etc. or equivalent Physics Degree
- Minimum of two to five years' experience in this discipline
- Practical experience with assembly of electric devices (such as DTS monitoring system) and/or switch
- Excellent computer literacy. Practical experience with system administrative and IT structures. Knowledge of communication protocols (Modbus, DNP3, IEC etc.), SPS programming, Ethernet

- Knowledge of distributed temperature sensing preferred
- Previous experience with fiber optic fusion splicing unit is a plus
- Understanding of firmware and software
- Project management experience is preferred
- English (native) speaker. Multi-lingual skills optional: Spanish, Portuguese and/or French
- Excellent Computer & Electronic skills- Circuit boards, processors, chips, electronic equipment, computer
- Practical engineering application of DTS and other fiber optic-based monitoring devices in the Energy T&D and/or Oil & Gas industries
- Understanding of measurement principals, techniques and procedures of the equipment
- Design techniques, tools, and principals involved in the production of precise technical plans & profiles, blueprints, drawings and models
- Basic skills include: active learning, critical thinking, external and internal communication, problem solving
- Technical skills include: Equipment maintenance, installation, data analysis, programming
- International personality
- Willingness to travel > 50 % domestic & international

Our Offer

- An innovative and technically challenging environment in a successful, internationally active company
- An atmosphere characterized by flat hierarchies, friendly cooperation and a fair environment where people are valued
- A team that will inspire you with its enthusiasm to working together towards a single goal in the development and implementation of objectives/ideas

For more information or to send in your application please email nast@nktphotonics.com

NKT Photonics is the leading supplier of high performance fiber lasers and photonic crystal fibers. 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 Holding A/S. Visit us at: www.nktphotonics.com