



## **Job opening 2017 – Training & Support Engineer**

Comsof is a spin-off of Ghent University and develops unique software called FiberPlanIT for the design and optimisation of FTTx (Fiber-To-The-x) networks. FiberPlanIT uses GIS data (also used in eg. Google Maps) to get an accurate view of the physical reality of the access network, and allows to perform high level simulations regarding the topology and technology and to create detailed designs.

In order to further expand the activities of Comsof concerning FiberPlanIT, we are looking for a Training & Support Engineer with good communicative skills and good programming skills.

Keywords: training, customer support, development, java, telecom, FTTx networks

### **Your responsibilities**

You will be responsible for user guidance and training. You will provide online and onsite training sessions and create generic training material. You will assist our users with the setup of the software. You will follow up with the users, solve any practical issues, and always ensure an on-time response to the user. If any issues with the software arise, you may develop a solution yourself or pass the issue to the responsible developer when necessary. You will also be involved in the development of customisations to the software, eg. customer specific customisations. You will also be responsible for the user manual and for testing of new releases of the software. In collaboration with the developers, if wanted, your role can evolve towards more development or consultancy work.

### **Profile**

- You hold a bachelor or master in engineering, computer science or similar with a good track record.
- You have good programming skills in Java or another object-oriented language.
- You have some background in telecom and/or FTTx networks or are willing to make your way into the subject matter enthusiastically.
- Experience with GIS or efficient optimisation algorithms is a plus.
- You communicate clearly and are able to explain complicated matter in a comprehensible way.
- You are flexible, creative and are able to work both independently and in a team.
- You speak and write fluent English (and ideally also Dutch, but this is not mandatory).

### **Our offer**

- The chance to work in a professional and challenging environment with a highly skilled team
- Interesting job content with a focus on research and innovation
- An open working atmosphere (with optional board game evenings!)
- Flexible office hours with the possibility to occasionally work from home
- An interesting job location, easily accessible alongside the ring of Ghent
- A generous salary package with extra-legal benefits

**Interested?**

Send your CV by e-mail to [jobs@comsof.com](mailto:jobs@comsof.com) and we will contact you shortly.

**Spontaneous applications**

If you are interested in other functions at Comsof, don't hesitate to send us your spontaneous application at any time.

**More information**

Visit <http://www.comsof.com> and <http://www.fiberplanit.com>

**Location**

Comsof NV  
Sassevaartstraat 46/214  
9000 Gent