

## Technical Support Engineer (5+ years' experience)

ID Quantique (IDQ) is the world leader in quantum-safe crypto solutions, designed to protect data for the long-term future. The company provides quantum-safe network encryption solutions and services to the financial industry, enterprises, and government organizations. IDQ also commercializes a quantum random number generator (QRNG), which is the reference in the security, simulation, and gaming industries. Additionally, IDQ is a leading provider of optical instrumentation products, most notably photon counters and related electronics. The company's innovative photonic solutions are used in both commercial and research applications.

### Main Tasks

- ✓ Install, configure, and validate Quantum security systems in customer environments.
- ✓ Support, debug and troubleshoot system issues with customers to ensure full satisfaction.
- ✓ Manage technical support tickets and drive them to closure.
- ✓ Provide Level 1 & Level 2 post-sales technical support to key customers and partners.
- ✓ Solve technical requests and failures on-site (including commissioning support) if required.
- ✓ Work closely with the R&D, Sales, and system architect in Korea and globally to ensure ongoing internal coordination to achieve these goals.
- ✓ Understand business requirements of end customers to propose optimal technical solutions and offers.
- ✓ Train internal/external business partners (resellers, systems integrators, telecom operators, and others) and end customers
- ✓ Actively help to maintain up-to-date product knowledge and competences with business and technical partners.
- ✓ Communicate market feedback to product team to ensure continuous products improvements.

### Preferred Qualifications

- ✓ Outstanding technical knowledge, with at least 5 years' experience in managing complex networks and/or encryption solutions and/or security-related applications for embedded systems.
- ✓ Experiences with enterprise networks and system level Linux/networks mandatory.
- ✓ Previous experience in managing customers in a pre-sale and/or post sales role.
- ✓ Ability to learn fast, to take on innovative technical concepts and put them in practice.
- ✓ Very good communication skills in technical topics, and ability to maintain good customer relationships.
- ✓ Fluent English required.
- ✓ Ideally located near Bundang / Seoul area
- ✓ Some Travel (Domestic/Overseas) required
- ✓ Ability to manage projects and balance priorities for multiple clients/partners with different deadlines.

### Education Requirements:

- ✓ Bachelor's degree in Optical Engineering/Computer Science/Electrical Engineering required.

**The position is open immediately.**

Should you be interested by this opportunity, please send a full application to:

**HRKorea@idquantique.com**

**Reference to be mentioned in the subject of your e-mail : Korea TSE05**

ID Quantique Ltd is an equal opportunity employer and considers qualified applicants for employment without regard to race, color, creed, religion, national origin, sex, sexual orientation, gender identity, age, disability, veteran status, or any other status protected by law.