

Systems Engineer – Support & Pre-Sales

About us:

NSSLGlobal is a leading independent provider of Satellite Communications and IT managed solutions with innovation and customer service at the core of our DNA. With over 50 years of experience in the Government and Maritime markets, we leverage deep customer understanding and engineering know-how to deliver technical solutions tailored to our customers unique requirements. We provide broadband VSAT and narrowband services across Ka, Ku, C and L Bands from multiple constellations, Push to Talk capabilities, navigation, positioning and IT solutions.

NSSLGlobal enables Commercial, Government and Defence customers to communicate globally at sea, on land and in the air. Offering a range of services including Voice and Data, Safety at Sea, and crew welfare including WiFi, BYOD calling and media and TV content. During disasters our communications services help those in need, and those bringing assistance, bypassing local terrestrial networks.

NSSLGlobal is a fair and ethical employer and all staff benefit from healthcare, pension contributions, a flexible working environment according to role and skills growth. Headquartered in Redhill, Surrey and with engineering hubs in Newcastle and Cornwall, we also have a global footprint with offices located across Germany, Denmark, Norway, the Netherlands, Sweden, Poland, Singapore, Japan and the United States.

About the role:

Reporting to the Head of Technology and Networks you will work with the support and pre-sales engineers.

Responsibilities:

- Working alongside our sales team in understanding the needs of our customers, capturing and defining the requirements and presenting NSSLGlobal solutions.
- Costing, designing and rolling out new customer networks
- Testing and roll out of new products and services into the NSSLGlobal portfolio
- Providing excellent through life 3rd line support in support of our Operations team to ensure high customer satisfaction and availability.

Location and Commitments:

- Permanent Full Time Position, based in our in our Redhill office. You need to be located within 1 hour travel of the office.
- On completion of probation, you will be eligible to join our hybrid working schemes which are either:
 - Time in Lieu – Working up to 1 hour per day before/after work to gain an extra day off a month.

- Work from home on Wednesday's & Friday's.
- Annual bonus based on company and individual performance.
- Pension matched up 7.5%.
- 25 holiday days per year, plus bank holidays.
- Onsite Gym at the Redhill offices.
- Free Parking.
- Competitive Salary.

Candidate requirements:

- Must be able to demonstrate technical competency in all that they do with a right first time, every time attitude.
- At least 5 years hands on engineering experience
- Degree or HND/HNC in Electronics/IT/Telecommunication/related area/CISCO CCNA or above
- Good knowledge of Satellite Communications (RF/VSAT/GEO/LEO's) and Mobile Environments (GSM/4G/5G)
- Good knowledge of IP Networking, switches, routers, firewalls, WANS'/LANs etc.
- A motivated, can-do individual who is experienced in taking responsibility, is proactive, organized and can independently deliver results on both departmental and business projects.
- Commercially aware with excellent presentation skills with ability to explain complex issues, products and solutions to both technical and non-technical audiences.
- Excellent customer support skills and ability to interact with customers both on the phone and in meetings.
- Ability to diagnose complex faults, document, communicate and follow up corrective actions
- Ability to absorb and quickly gain knowledge of NSSLGlobal's bespoke products and services.
- Ability to be able achieve SC security clearance

Contact us to apply:

If you would like to apply for this role, please contact our HR Advisor Helen Hammond at HR@nsslglobal.com.

Attach your CV advising your current and/or expected package and tell us why you are a great fit for our organisation.