



Grandstream Networks, Inc. is one of the Top developers and manufacturers of innovative, high quality and mass-affordable IP telephone, IP Video/Audio Conference and IP Video Surveillance products. We offer turn-key solutions and widely interoperable VoIP products. For product details please visit our web site www.grandstream.com

We are looking for energetic **Support Engineers** to join our Support team based in our Morocco Office and help to accelerate our continued growth and success in the EMEA market.

RESPONSIBILITIES

- Work closely with the software development team and perform software/system testing for new firmware and new products ;
- Provide technical assistance to our customers via ticketing system, email and phone calls ;
- Conduct online and onsite training sessions to our channel partners and reseller ;
- Participate in interoperability testing with major vendors ;
- Provide support for marketing and sales team both pre-sales and post-sales ;
- Write and maintain the technical documentation of our products.

QUALIFICATIONS

- New graduates with Bachelor/Master degree in Network and Telecommunication engineering;
- In depth knowledge of networking models and protocols ;
- Good problem solving, organizing, prioritizing and multi-tasking skills ;
- Good English skills (Read, Write and Oral communication) ;
- Additional languages proficiency is a plus ;
- Understanding of real-time communication protocols (VoIP) and networking sniffing/monitoring and troubleshooting tools is a plus.

We are looking for candidates in Morocco only. No telephone calls. You can apply now by sending your resume and cover letter to emea_hr@grandstream.com