



Technical Support Engineer – fixed-term Contract

At IDQ, we change the world, one photon at a time. We harness light to develop and industrialize the most advanced quantum products and technologies and help to build long-term trust. We offer quantum key distribution systems and quantum random number generators, and with them we provide the highest level of future-proof security. At IDQ, we have an unwavering commitment to quality and integrity with strong corporate governance based on the following values: transparency, respect, long-term trust, accountability, and courage.

As we continue to grow and advance our technological capabilities, we are seeking a talented and dedicated **Technical Support Engineer** to join our team in Geneva. In this role, you will be responsible for providing technical assistance and support to our SNSPD (Supra-Nanowire Single Photon Detector) systems' customers, and ensuring their inquiries and issues are addressed promptly and effectively. As this product embeds a lot of different technologies (cryogeny, deep vacuum, RF electronic, optical, PLC software, high-level software, network, etc.), this position requires a broad technical expertise, in addition to good communication skills and customer-centered approach.

- You are a versatile Engineer passionate about technologies.
- You can work autonomously, in team and with self-driven objectives.
- You have high sense of ownership and are solutions driven.
- You want to contribute to customers' success in demanding environment.

You might be interested in joining ID Quantique team.



Key Functions and Responsibilities:

- Serve as the primary point of contact for customer inquiries and technical support requests, specifically on our cryogenic single photon detectors.
- Diagnose and troubleshoot technical issues reported by customers, providing timely and accurate solutions.
- Handle product training and installation, as well as guidance to customer, remotely or on customer site.
- Collaborate with internal teams including R&D, Test and Manufacturing department, to escalate and resolve complex customer issues.
- Document customer interactions, including issues reported and solutions provided.
- Continuously improve customer support processes and procedures to enhance the overall customer experience.
- Assist in the development of support documentation, FAQs, and knowledge base articles to help customers troubleshoot common issues independently.
- Stay up to date on product features, updates, and industry trends to better assist customers and provide proactive support.

Desired Skills & Experience:

- Bachelor or Master's degree in Industrial Technology Engineer, Microtechnology Engineering or equivalent.
- 2+ years of proven experience in a customer support, technical support, or development engineer role, preferably in a hi-tech company.
- Good technical expertise in three of the following domains: cryogeny, deep vacuum, optical measurement setup, RF electronic, PLC software, network.
- Curious and eager to learn quickly new skills and expertise needed to be successful with our customers.
- Good English spoken and written (C1 level).
- Natural technical aptitude and proficiency in troubleshooting software and hardware issues.
- Good communication skills, both verbal and written, with the ability to explain technical concepts to non-technical users.
- Available to travel to provide support or handle installation on customer site.
- Self-starter, organized, able to work independently, positive, patience, and eager to learn and deliver.
- Team-player comfortable in working in an Agile environment with frequent interaction.



We offer:

- Flexible working models to ensure a balance of family and working life.
- Optimal support on your career path through regular training opportunities.
- A dynamic and personal atmosphere, working with a global team of experts.
- A company culture that encourages performance and cooperation.

At IDQ, Diversity & Inclusion is at the heart of our organisation, it's an integral part of our history, culture and identity. We recognise that embracing diversity unlocks innovation and creativity and fosters collaboration. As a result, our teams are stronger to drive the company's future.

The position is open immediately and is on a fixed-term contract until the end of 2024.

Should you be interested by this opportunity, please send a full application to HR@idquantique.com with **Customer Support Engineer** mentioned in the subject.

ID Quantique SA 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.