

Customer Engineer

Etion Create is an Original Design Manufacturer that specialises in the design, manufacture, integration, and support of advanced technology systems. We are looking for a **Customer Engineer**. This role requires some international travel.

Minimum Qualifications required:

- N Dip (Electronic Engineering) or Relevant IT/Networking qualification (CompTIA Network+, Cisco CCNA, or equivalent)
- Advantageous certificates include:
- Advanced networking certifications: Cisco CCNP, Fortinet NSE or Check Point CCSA/CCSE
- Security certifications: CompTIA Security+, Cisco CyberOps or equivalent
- Virtualization and cloud certifications: VMware VCP, Microsoft Azure Administrator, AWS Solutions Architect – Associate
- Linux administration: CompTIA Linux+, Red Hat RHCSA/RHCE

Experience required:

- Minimum 2 years' work experience within server environments.

Skills required:

- Microsoft Windows/*nix Client and server technologies
- Knowledge of Process-FMEA
- Knowledge of TCP/IP and networking principles and protocols
- Organized and analytical

Personal Attributes:

- Able to stay calm under difficult circumstances
- Able to maintain a positive work atmosphere
- Able to communicate successes and failures effectively
- Have an intrinsic sense of responsibility
- Be open to change and evaluate change proposals objectively
- Keep up with industry trends

EMPLOYMENT OPPORTUNITY

Personal Attributes continued:

- Take responsibility and accountability for actions
- Treat others with respect and kindness
- Be reliable and adhere to ethical standards
- Have sound and pragmatic judgement
- Positive interfacing with stakeholders
- Be resilient and bounce back from setbacks or failures
- Able to take ownership of tasks and drive to completion
- Mentor and coach where required
- Able to creatively solve problems

Prime Responsibilities include:

- Support technical pre-sales, demos, and proof-of-concepts
- Act as a trusted advisor to customers; understand needs and challenges.
- Deliver product training, consultancy, and technical guidance.
- Assess requirements and recommend suitable technical solutions.
- Troubleshoot and resolve product or system issues (remote/on-site).
- Plan and execute acceptance testing and related documentation.
- Ensure deliverables meet specifications, quality standards, and deadlines.
- Improve testing processes, tools, and automation where possible.
- Assist with support cases, defect prioritisation, and installations/upgrades.
- Develop training materials and present technical training sessions.

Remuneration: Market related and dependent on qualifications and experience of successful candidate.

Starting date: 1 April 2026

If you meet the requirements and wish to apply for this position, please email a CV that includes a passport size photograph of yourself to careers@etioncreate.co.za
Please quote **Ref #: CE022026**.

Closing date for applications: 6 March 2026.

Please note that feedback will be given to short-listed candidates only.

We offer a
welcoming and caring
work environment