



JGR Optics Inc. - Job Posting

Full-time Application Engineer – Ottawa, ON	
Company Overview	Established in 2002, JGR has steadily grown to meet the test and measurement demands of the communications market. We have built solid relationships with our customers and are the trusted suppliers of equipment and calibration services to key industry players worldwide. We operate our fiberoptic production facility from the beautiful Canadian capital region of Ottawa, Ontario.
Position Overview	Reporting to the PLM, the Application Engineer provides support and services to customers worldwide. This role also ensures that troubleshooting, repairs, and calibrations are performed according to quality standards. The Application Engineer provides customer support both remotely and during visits to customer sites.
What We Offer	<ul style="list-style-type: none"> • Competitive salary • Benefits • Gym membership • Flex-time • Free coffee and snacks • Positive work environment
Responsibilities	<ul style="list-style-type: none"> • Provide professional and friendly customer support for applications and inquiries through email, teleconference and on-site visits. Support may include educating customers, troubleshooting problems and providing solutions. • Perform calibration services for JGR meters and meters from other manufacturers including inspection, repairs and documentation of work performed • Inspect new and incoming units to ensure quality prior to shipping • Train staff and customers on JGR product specifications, calibration, troubleshooting and proper use of fiberoptic equipment • Perform other job-related duties as assigned
Position Requirements	<ul style="list-style-type: none"> • Flexibility and a willingness to travel • Bachelor’s degree or College diploma in Electrical Engineering or a related field, or a combination of education and experience in optics, electronics or software • Technical knowledge of fiberoptics, operating systems, electronic hardware and diagnostics • Experience in customer service • Excellent written and verbal communication skills • Ability to prioritize and problem solve
Working Conditions	<ul style="list-style-type: none"> • Involves international travel • May be required to work additional hours while travelling • Exposure to risks associated with lasers, UV lights, fiber and other related hazards
<p>JGR Optics offers a dynamic work environment for talented individuals looking for employment in the field of fiber optic communications. Ideal candidates should have a strong academic background and dedication to the position.</p> <p>For more information, visit our website at JGROptics.com. Applicants should submit a resume and cover letter to HumanResources@JGROptics.com. We would like to thank all who apply, however only those selected for an interview will be contacted. Thank you for your interest in joining our team!</p> <p><i>JGR welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.</i></p>	