Field Application Engineer

Pessac

We are hiring!

eShard is a global, independent company with world-class expertise in security for embedded and mobile products (including embedded software security, Trusted Execution Environment, embedded cryptography). Companies like Google, Visa, NXP and other leading vendors around the world trust in us, our solutions and services. eShard ambitions to be at the forefront in cyber-security, specialising in ICs, mobile apps and backend systems.

As part of strengthening our technical team, we are looking for a self-motivated, highly-driven individual able to prepare and deliver our products to a wide variety of customers worldwide.

Are you willing to combine your technical and relationship skills to provide good services to your customers? Are you motivated by complex and feature rich products? Are you ready to take part in an international, technically diverse and experienced team to continually improve the user experience? Are you looking for a challenging and flexible work environment?

This position is particularly dedicated to passionate technical experts, keen to take the chance of participating in the deployment of our products and working with a cross-functional team of security experts, developers and sales.

Your work and motivation will significantly contribute to eShard success.

Job description

Your day-to-day at eShard for this position

You spend a week in Silicon Valley, California, to install a new side-channel analysis and fault injection system at this new customer premise. You encounter some last minute issues as the network infrastructure is a bit different from what was discussed. But after a discussion with the IT team you find a solution and implement it. After 2 days of work, the system is finally ready and on this 3rd day you start a walk-through training to educate the team on their new lab setup. Just before leaving, you realise the customer is looking for partners to evaluate the security of some of their products. This is something that you need to share with your sales team.

You have just received a technical question from a customer by email. The description of the issue is not crystal clear. This is a person located in Singapore and it is still working time over there. So you decide to give them a call. After clarification you understand what it is all about but you are not sure of a proper solution. So you go and speak to the software developer to check your ideas. You then give it a try on your own esDynamic setup. It works! You send the solution to your customer.

eShard has decided to attend a conference next month where the company will have a booth. It is a good opportunity to demonstrate one of its products. You have been appointed by the business leader to prepare and set up a demo. You are attending today a meeting with the sales and marketing team to discuss the scope of the demo and are proposing one that could have a great impact on the audience. Everyone likes the idea. You now have to prepare it.

You are attending a product roadmap review. Product owners and experts propose a couple of new products and features. When it comes to a topic that you have discussed with a customer as you were providing technical support, you express your opinion about the new feature and how it could be valued with some customers.

You participate in a project review meeting where you escalate a few issues that have been open for a while and for which you feel the customer needs solutions quickly. Decisions are made. Plans are set up. And you will follow up with the team in the coming days and make sure the plan is executed on time.

You will mainly work in Pessac, France; it's important to have a place of work to meet and hang out. Our office culture is highly technical, our organisation fairly flat and our mindset flexible. Parts of your activity may require interacting with customers and traveling all over the world.

You are

Within eShard, you are excited about developing your skills and knowledge in an international and highly dynamic technical environment. What describes yourself includes:

- You have customer and field experience.

- You are experienced with software development or scripting capabilities and have good programming skills (Python)

- You are familiar with Linux command line and have proficiencies and practical experience with network configuration

- You like technology and are keen to learn more about fields you don't know.

- You are customer focused, driven, with an entrepreneurial spirit and sense of urgency. You are described as being resourceful and proactive.

- You are highly organized, solution focused, detail-oriented and possess a high level of integrity.

- As a team player, you work well in collaborative situations and start-up environments.

- You have the ability to work with all teams in the company.

- You have exceptional spoken and written communication to explain your approach in English to be able to support our English speaking customers.

You work in a proactive manner and make sure that everyone is engaged and works well together. You take initiatives to make sure eShard core values are enforced and consistent with the different actions and to build a strong team spirit.

Your benefits

- Competitive compensation package
- Flexible working hours, remote-friendly environment
- Strong focus on personal development
- High performance office equipment
- Comprehensive health insurance policy offering extensive medical, dental and vision care coverage
- Meal Vouchers
- Annual company outing plus snacks and drinks

About eShard

eShard is an ambitious internationally-focused company developing with a strong innovation path in cyber-security. A particular area of strength is the security expertise for embedded and mobile products (including embedded software security, Trusted Execution Environment, embedded cryptography attacks).

Our highly educated R&D teams are continuously analyzing current and potential security threats; it enables us to be at the state of the art of attacks and protection or beyond it.

We think that great software is important for security, that's why we are selling high value software that is first in class.

We help customers put the right amount of security in their product, and validate that with practical tests.

Everyone working at eShard embodies our 4 values: Excellence, Trusted, Collaborative and Disruptive. Our corporate culture is highly technical, our organisation fairly flat and our mindset flexible.

Our main office in Pessac, France has been around since 2015, but we have satellite offices in Marseille, Singapore and Germany.

eShard provides an attractive remuneration package including an incentive plan and good health insurance.

Interested?

Send your resume and motivation letter to:

career@eshard.com

eShard

Get in touch

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