Customer Solutions Engineer - OWL

Job Description

Customer Solutions Engineer – OWL

About us

Onwave is a fast-growing digital technology business that works within the enterprise infrastructure, construction and engineering sectors both within the UK and overseas, where there is a requirement for access to high-speed networking, cloud, data, IoT and edge computing services that promote improved customer performance.

Onwave business is segmented with a focus on both networking, and software and data solutions for our blue-chip customers, this combination of technologies gives successful candidates an opportunity to gain knowledge and develop their skills within an exciting working environment.

About the role

We are seeking to recruit a Customer Solutions Engineer to work within our OWL delivery team supporting a range of customer focused activities associated with the deployment, management and support of our OWL technology in multiple sectors including Rail, Aviation, Energy and Highways.

The Customer Solutions Engineer will provide frontline delivery and support to customers implementing and using the OWL Geo-fencing System. This includes delivering structured training (in-person and online), offering on-site floorwalking support during rollout phases, and acting as a trusted liaison between customers and our project team. The role is essential to ensuring a smooth customer journey, embedding confidence in system use, and driving successful adoption.

The role is full time and permanent. Your place of work will be King's Hill, Kent, although there will be mix of office and site-based works and a requirement for travel across the UK and possibility of overseas to meet with Customers on their projects on a regular basis. We expect the successful candidate to be willing to work unusual hours on occasion in line with operations within specific sectors with flexible overtime arrangements.

Your main duties

The successful candidate will report directly to the Projects Director and will work closely with the delivery managers to help support the successful delivery of our OWL solution to a wide range of customers, your duties will include:

- Deliver engaging training sessions (classroom, one-to-one, and virtual) to customer teams.
- Provide floorwalking and hands-on support during go-live and rollout phases.
- Act as the first point of contact for user queries, escalating technical issues appropriately.
- Creation of elements within the Web Application (Users/Credentials/Zones etc)
- Create and maintain user guides, training resources, and supporting documentation.
- Tailor one-to-one coaching for users needing additional support.
- Support customer site deployments, ensuring technology is integrated into their operational processes.
- Collect and feedback customer insights to improve OWL features and user experience.
- Assist in demonstrations, proofs of concept, and technology trials for new customers.
- Liaise with customers, suppliers, internal teams, and partner organisations.
- Support the testing and deployment of new firmware/ hardware and features of the application.
- Support the customer with onsite technical challenges related to the application or hardware.
- Ensure health and safety compliance during all site visits, completing mandatory training.
- Maintain accurate training and support records (attendance, feedback, usage).
- Represent Onwave as an ambassador for the OWL solution with professionalism and enthusiasm.

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About you

Essential Skills & Experience:

- Demonstrated aptitude for technology and confidence with IT systems.
- Proficiency in Microsoft Office (Word, Excel, PowerPoint, Outlook).
- Strong communication and interpersonal skills, able to engage with a wide range of users.
- Proven experience in delivering training and/or end-user support.
- Self-motivated with the ability to work independently at customer sites.
- Flexible and willing to travel across the UK, with overnight stays as required.
- Full, clean UK driving licence.
- BPSS checks will be carried out by Onwave.

Desirable Skills & Experience:

- Previous experience in IT delivery support, training, or customer-facing roles.
- Knowledge of geo-fencing systems, GIS tools, or location-based technologies.
- Familiarity with adult learning styles and engaging training methods.
- Experience with e-learning platforms and remote training tools (MS Teams, Zoom).
- Recognised training qualifications (e.g. PTLLS, TAP, ILM) are advantageous but not essential.

Qualifications

- Good standard of general education (minimum GCSEs including English and Maths).
- 5–10 years' relevant experience in delivery engineering, IT training, customer support, or similar technical customer-facing roles.
- Willingness to complete Health & Safety training relevant to customer site visits.

Why Join Us?

Joining Onwave means becoming part of a forward-thinking company where **learning, development, and technical excellence** are at the heart of everything we do

If this sounds like you, let us know using the details below!

How to Apply

Please send your CV and links to any relevant work to our People and Culture Team at careers@onwave.com. We look forward to hearing from you!