

WE'RE HIRING

TECHNICAL SUPPORT ENGINEER

Employment Opportunity at CUBECOM

Employment Type: Full-time

Location: Stellenbosch, Western Cape

Date: 11 September 2026

JOIN A FAST-GROWING COMPANY IN THE SPACE INDUSTRY

CUBECOM designs, develops, and manufactures advanced RF communication systems for satellite applications. We specialise in high data rate communication solutions, delivering end-to-end capabilities across a range of products, including antennas, transmitters and ground support equipment.

As we enter an exciting scale-up phase, we are seeking a Technical Support Engineer to play a key role in ensuring the success of our customers.

ROLE OVERVIEW

The Technical Support Engineer is the first point of contact for CUBECOM customers worldwide and is responsible for providing first line post-sales technical support. You will own the customer support experience end to end: resolving queries directly wherever possible, escalating them to our engineering teams where design-level input is required, and making sure every issue is tracked through to a conclusion.

This position requires building functionality from the ground up. You will establish and maintain the platform our customers use to engage with us, including a support forum with FAQ knowledge base, take ownership of new customer onboarding, and work with our Technical Product Owners to improve documentation and ground support tools so that our products become easier to integrate and operate.

Our customers range from universities and start-ups launching their first satellite to established aerospace companies. Tailoring your support for each type of client is central to the role.

The position sits within the Sales team and works closely with our Sales Process Owner, Sales Support Administrator, engineering team and Technical Product Owners.

KEY RESPONSIBILITIES

First line customer support

- Act as the first point of contact for all post-sales technical queries from our customer base, across the full product range.
- Screen, classify and prioritise incoming support requests, and resolve the majority thereof independently using product knowledge, documentation and reproduction of the issue in CUBECOM's lab.
- Escalate the issue to the engineering team where the issue requires design-level input, while remaining the owner of the ticket through to closure.
- Ensure that every issue is tracked, answered within agreed response time, and confirmed as resolved by the customer before it is closed.

Support platform and knowledge base

- Develop, in partnership with the Process Owner, a customer support forum with an integrated ticketing system, and structured FAQ and knowledge base sections.
- Migrate existing clients from the current Slack-based support arrangement onto the forum without disruption.
- Convert resolved queries into clear FAQ and knowledge base articles, so that recurring questions are answered once and thereafter self-served by customers.
- Moderate the forum, keep it populated with up-to-date content, and keep answer quality and turnaround high enough that customers choose to use it.

Customer onboarding

- Take ownership of new customer onboarding sessions, tailoring the content to the customer's level of experience, from first-time university teams to experienced satellite manufacturers.
- Develop and maintain onboarding material, welcome packs, training material and recorded sessions.
- Maintain accurate records of each customer's hardware, including units, serial numbers, firmware versions and configuration, so that support is always given in context.

Documentation and product improvement

- Write and maintain user-facing documentation, including getting started guides, integration and operating manuals, application notes, troubleshooting guides and release notes.
- Analyse support trends to identify the recurring causes of customer difficulty, and feed these back to the Technical Product Owners as prioritised improvement requests.
- Work with product owners and the software team to make ground support tools and product interfaces more intuitive, with the explicit goal of reducing the support volume over time.

Reporting and continuous improvement

- Report on support performance, including response and resolution times, first line resolution rate, escalation rate, engineering time consumed by support and customer satisfaction.
- Contribute to the continual improvement of the sales and support process and its supporting documentation.

MINIMUM REQUIREMENTS

- South African citizenship or valid work permit.
- A BEng, BSc Eng, BTech or National Diploma in Electronic, Electrical, Computer or Mechatronic Engineering, or an equivalent technical qualification.
- At least two years' experience in a customer-facing technical role such as technical support, applications engineering, field service, test or systems integration.
- Excellent written and verbal communication skills in English, with a demonstrable ability to write clear technical material for an international audience.
- Strong organisational skills and a methodical approach to record keeping and issue tracking.
- Willingness to accommodate customer time zones outside standard office hours on occasion, particularly during launch and commissioning campaigns.
- A valid passport and willingness to travel internationally from time to time.

PREFERRED EXPERIENCE

- Experience in the satellite, CubeSat or broader aerospace industry, including exposure to assembly, integration and test, launch campaigns or in-orbit commissioning.
- Background in RF or communications, such as ground stations, RF transceivers, RF front ends, antenna systems, software-defined radios or embedded systems.
- Experience setting up or running a helpdesk, customer forum or knowledge base from scratch.
- Hands-on experience with support and business tooling such as Odoo, ActiveCampaign, Zendesk, Freshdesk, Jira Service Management, HubSpot or Discourse.

- Experience delivering customer training or onboarding sessions, remotely or on site.
- Technical writing experience, including documentation-as-code or structured documentation frameworks.
- Experience working with international customers and distributors across multiple time zones and cultures.

TECHNICAL SKILLS

Required Technical Skills

- A sound understanding of RF and digital communication fundamentals, including link budgets, modulation and coding schemes, forward error correction, EIRP and G/T, S-band, X-band and Ka-band operation.
- The ability to read and interpret schematics, interface control documents, acceptance test reports and telemetry logs.
- Practical laboratory skills with spectrum analysers, signal generators, vector signal analysers and power meters, including the ability to reproduce reported customer issues on the bench.
- Comfortable working with version control and collaboration tooling such as Git, Jira, Confluence, Slack and Markdown.
- Working understanding of FPGA firmware and embedded C, sufficient to read, debug and reason about device-level behaviour when supporting customer issues.

Advantageous Technical Skills

- Familiarity with satellite communication standards and protocols such as DVB-S2 and CCSDS
- Familiarity with typical embedded and spacecraft interfaces such as UART, RS-422 and RS-485, I²C, SPI, CAN, LVDS, SERDES, Spacewire and Ethernet.
- Scripting ability, preferably in Python, for log analysis, test automation and simple customer-facing utilities.
- Working knowledge of ground station software and orbital basics, for example GNU Radio, SatNOGS, Gpredict, two-line elements and pass prediction, would be an advantage.

PERSONAL ATTRIBUTES

- Genuinely customer-oriented, with the patience and empathy to support customers of widely differing experience levels.
- An excellent communicator who can adjust technical depth to the audience, from a first-time student team to a seasoned satellite prime.
- Highly organised and disciplined about follow-through; you do not let issues fall through the cracks.
- A self-starter who is comfortable building a function from the ground up rather than inheriting a finished system.
- Naturally curious, with a structured and diagnostic approach to problem solving.
- Calm and dependable under pressure, particularly during time-critical launch and in-orbit events.
- A collaborative team player who knows when to resolve an issue independently and when to draw in engineering support.
- Culturally aware and comfortable working with customers across the globe.

WHAT WE OFFER

- Opportunity to work with diverse customer-base throughout the world and cutting-edge satellite products.
- Growth opportunities within a scaling company
- Competitive, market-related salary
- 25 days annual leave
- Daily lunch provided

HOW TO APPLY

Application Requirements: Please send cover letter and comprehensive CV including relevant academic results.

Email: careers@cubecom.space

ADDENDUM TO JOB SPECIFICATION

IN RESPECT OF EMPLOYMENT AGENCIES

Should the same applicant be recommended by more than one agency, the agreement with the agency which first sent through his/her CV will be honoured. The above statement will only apply if we have advertised a position and requested (in writing) an agency to submit CVs. Only candidates who have been interviewed and referenced by the agent for this specific vacancy will be considered by CUBECOM, i.e., submission of a CV only, in response to an advert, is not considered sufficient.

FOR APPLICATIONS NOT APPLYING THROUGH AND EMPLOYMENT AGENCY

Please advise where/how/from whom you learnt of the vacancy. If you do not receive a response within 3 weeks, please accept that your application has been unsuccessful. Regrettably, correspondence will only be with those being interviewed.

ABOUT US

CUBECOM's roots lie in Etse Electronics that was founded in 1997. In 2016, we joined the Alphawave Group which shifted our focus towards design and support of RF Communication Products for Space Satellites. Our company is in Techno Park, an important engineering hub in Cape Town, nestled in the heart of the Stellenbosch Winelands region and only 20 minutes' drive from the closest beach.