

| <b>Operational Technical Engineer</b> | <b>Job Description</b>  |
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| Job description summary               | <p>This position will work as part of the Network Operations Center (NOC) providing 24x7x365 monitoring and operational support. The NOC team provides management of incidents through 2nd and 3rd level support, and performs Operational functions. The Operations Technical Engineer team members assist in the implementation of operational processes and procedures and ensure compliance. This position is responsible for keeping current on all new satellite systems and operations-related technologies in order to provide effective support for the environment.</p> <p>The Operations Technical Engineer is responsible for ensuring uninterrupted service through event identification and problem resolution. This position requires strong knowledge of processing and operating systems which enables them to work at the highest level of all operational functions. This position will be able to handle complex problems and will confer with Network, system and RF engineers as necessary to resolve an incident.</p>  |
| <b>Detailed Job description</b>       | <p>Provide support through Tier 2 and Tier 3 (second and third level) on a variety of VSAT networks and TV broadcasting platforms.</p> <p>Utilize data center tools, technologies, and processes to monitor, manage and ensure continuous operation. Perform preventative maintenance, as needed, to assist in the achievement of SLA (Service Level Agreement) requirements.</p> <p>Utilize the Incident Management process to acknowledge, route, escalate and report on Incidents that impact company wide users as well as mission critical systems. This includes resolution, documentation and communication. Work with management Support Engineering to develop, implement and update operational processes and procedures to ensure compliance and improve efficiency.</p> <p>Monitor all system and take appropriate action in order to prevent possible outages.</p> <p>Perform operational support functions defined within the work order requests. Responsible for representing operational readiness with project teams to fully understand the support and operational requirements for projects prior to production implementations.</p> <p>Maintain production reports for system/application/satellite networks performance.</p> |
| <b>Skill Sets</b>                     | <p>Working experience utilizing standard monitoring tools (i.e. HP Sitescope, HP Openview, HP BAC, Cacti, Nagios, MRTG, RRD, SNMP, Ethereal, Iperf, TS analyzer, Spectrum Analyzer, Video Matrix systems, Video Mosaic, IPTV/ network probes,.. ).</p> <p>Excellent analysis and troubleshooting skills. Application development or engineering experience, baseline support experience, demonstrated customer communication skills and excellent interpersonal communications. Experience with Enterprise Systems Management tools.</p> <p>Experience in managing infrastructure used in a 24x7 production processing environment, including servers, networking and data center elements is important in this role.</p> <p>Knowledge and experience with Incident Management is required.</p> <p>Understanding of Problem and Configuration Management for the problem resolution is a plus</p> <p>Familiarity in digital satellite television networks, MPEG-2, MPEG-4, IPTV, general television video and audio specifications are highly valued.</p>   |

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|                                     | <p>Knowledge of the Digital Video Systems, and DVB and ETSI standard and the manufacturing system and Broadcasting Video system will be an asset. Excellent recall of information with the ability to grasp technical concepts quickly, adapt well to change and deal effectively with emergency situations. Demonstrated ability to provide Service Desk call coverage with end-users when needed.</p> <p>Strong organizational skills with attention to detail a must as well as excellent interpersonal and time management skills required.</p> <p>Knowledge of computer operating systems(Linux, Solaris,UNIX), networking application tool, and maintenance in a variety of platforms.</p> <p>Ability to work the assigned shift, possibly including nights, weekends, holidays and on-call rotation as required.</p> <p>Possess of Cisco and/or Juniper certification will be an asset</p> <p>Graduate degree in Computer Science, Telecommunication and/or related fields is required.</p> |
| <b>Special knowledge and skills</b> | <p>Scripting experience (shell, bash, perl, python)</p> <p>Linux administration experience</p> <p>Networking experience</p> <p>Experience in a large Internet environment</p> <p>Knowledge of wikipedia/drupal frameworks</p> <p>Strong knowledge of VoIP standards and related application.</p> <p>Satellite communication</p> <p>Excellent knowledge of English language.</p> <p>Good knowledge of French/Spanish/German language will be an asset.</p>  |
| <b>Reporting to</b>                 | NOC Manager.   |
| <b>Job Location</b>                 | Turin, Italy   |
| <b>Avalability</b>                  | 5 days/week working within a shift system to provide 24/7  |
| <b>Labor time</b>                   | 39 hours/week  |