

## **JOB DESCRIPTION**

### **BROADBAND SERVICES OPERATIONS ENGINEER (M/F)**

**LOCATION: TURIN**

#### ***Main purpose of job***

The Broadband Services Operations Engineer, as part of the Network Operations Center (NOC), configures and manages the data and video technical infrastructure and provides support on customer connectivity services, reporting hierarchically to the Broadband Services Operations Manager.

#### ***Main responsibilities***

- Manage and maintain satellite access network systems, applications and video equipment.
- Provide technical service support through Tier 2 and Tier 3 on a variety of VSAT networks and TV broadcasting platforms.
- Monitor the end-to-end system performance and take appropriate actions, in order to ensure continuous operations and prevent outages or service degradations.
- Contribute to company problem and change management processes, so to maintain and optimize customer production services and related infrastructures.
- Maintain day-by-day platform components, tools and databases, aiming at improved service availability and high customer satisfaction.

#### ***Requirements***

- Master's degree in Computer Science, Telecommunication Engineering or related fields.
- Basic knowledge of satellite communications, radiofrequency and video broadcasting.
- Knowledge of ISO/OSI stack, networking and routing (OSPF, MPLS) protocols.
- Experience in configuring networking devices and Juniper/Cisco certifications are an asset.
- Knowledge of Unix-based computer operating systems, networking tools (i.e. Telnet, SSH, FTP/SCP) and standard business software (spreadsheets, word processing, presentations).
- Basic experience in scripting and programming languages (e.g. Python, Perl) and knowledge of database management (e.g. Oracle, MySQL).
- Good troubleshooting skills and ability to work the assigned shifts with on-call rotation.
- Fluent in English language, detail-oriented with interpersonal and organizational skills. Knowledge of French language is an asset.
- Requested to abide by the security policies and procedures in force for her / his operational role, reporting to the ISMS Manager the observed security issues.