

JOB DESCRIPTION

BROADBAND SERVICES OPERATIONS ENGINEER (M/F)

LOCATION: Skylogic Turin

Main purpose of job

The Broadband Services Operations Engineer as part of Operations Team, configures and manages the data technical infrastructure and provides support on customer connectivity services. This position is responsible for keeping current on all the satellite systems, ground segment and operations-related technologies to provide effective support on the managed services, ensuring respect of the SLAs through event identification and problem resolution.

Provides support on a variety of VSAT and ground platforms and acts as interface between other teams of technical department.

Follows the adopted processes to route, escalate, troubleshoot, and report on Incidents and Changes that impact companywide users as well as mission critical systems.

Main responsibilities

- Implement and control data platforms and services focusing on baseband and networking components
- Technical verification of products and new features prior the production implementation.
- Design and develop monitoring and added-value tools to measure the end-to-end system performance, in order to ensure continuous operations and prevent outages.
- Provide technical support to analyze and troubleshoot anomalies and issues
- Use of data center tools, technologies and processes to monitor, manage and ensure continuous operation.
- Monitor the end-to-end system performance and take appropriate action in order to prevent possible outages or degradations of the service.
- Provide system and networking operational support to other teams, defined within the work order requests.
- Perform preventative maintenance, as needed, to assist in the achievement of SLA (Service Level Agreement) requirements.
- Work with the Continual Service Improvement team to plan the activities aimed to develop, implement and update operational processes and procedures in order to ensure quality service and improve efficiency.



Requirements

- Master's degree in Computer Science, Telecommunication Engineering or related fields.
- Knowledge of networking protocols (e.g. OSPF, BGP, MPLS) and ISO/OSI protocols (MAC, IP, UDP, TCP, HTTP).
- Experience in configuring networking devices and Juniper/Cisco certifications are an asset
- Knowledge of standard business software (spreadsheet and word processing applications, etc), networking application tools and maintenance in a variety of platforms.
- Knowledge of Unix OS, networking tools (i.e. Telnet, SSH, FTP/SCP) and standard business software (spreadsheets, word processing, presentations).
- Knowledge of standard monitoring and test tools (i.e. Cacti, Nagios, DataMiner, D-ITG, RF TS analyzer and probes, Spectrum Analyzer) is an asset
- Excellent analysis and troubleshooting skills with focus on ability to get the causes and find solutions to technical issues.
- Application development or engineering experience, baseline support experience and excellent interpersonal communications.
- Knowledge and experience of ITIL best practice (incident, problem and a change management) is a plus.
- Excellent recall of information with the ability to grasp technical concepts quickly, adapt well to change and deal effectively with emergency situations.
- Good troubleshooting skills and ability to work the assigned shifts with on-call rotation.
- Fluent in English language. The knowledge of another language, especially French will be 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.