

JOB DESCRIPTION

NETWORK AND SYSTEMS OPERATIONS ENGINEER (M/F)

LOCATION: TURIN

Main purpose of job

The Network and Systems Operations Engineer, as part of the Network Operations Center (NOC), configures and manages equipment, systems and subsystems on different platforms and provides 24x7x365 operational support, reporting to the Network and Systems Operations Manager.

The main purpose of the job is to assure the quality of data and video satellite services provided to our customers, ensuring the compliance with service level requirements and availability, through management, optimization and troubleshooting activities. This position is responsible for keeping all new satellite systems and operations-related technologies updated in order to provide an effective support for the environment and to ensure an uninterrupted service through event identification and problem solving.

Main responsibilities

- Manage and maintain baseband and network equipment, servers, applications and video platform devices.
- Monitor and manage networking and datacenter equipment, applications and servers.
- Provide technical support through Tier 2 and Tier 3 on a variety of VSAT networks and TV broadcasting platforms.
- Engineering and deployment of the multiplexing and turn-around platforms for the video broadcasting, after performing feasibility studies.
- Monitor the end-to-end system performance and take appropriate actions, by using data center tools, technologies and processes, in order to ensure continuous operations and prevent outages or service degradations.
- Provide operational support and training on network and system platforms to other NOC teams.
- Perform technical verification of new products and features, prior the production implementation, supporting customers and other departments.
- Define the metrics to evaluate system performance and design the related reports about systems and services.
- Perform preventative maintenance, as needed, to assist in the achievement of SLA (Service Level Agreement) requirements and implement new services and features.
- Act according to the ISO processes defined and in respect to ITIL best practices, to acknowledge, route, escalate and report Incidents that impact companywide users as well as mission critical systems. This includes resolution, documentation and communication.
- 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.

- Maintain day-by-day system tools, repository, information databases updated.
- Provide 2nd level technical support to end-users (b2b and b2c) for testing and analysis of particular cases.

Requirements

- Master's degree in Computer Science or Telecommunication Engineering.
- Basic knowledge of satellite communications and video broadcasting.
- Strong knowledge of networking standards and telecommunications protocols.
- Deep Knowledge of networking and ISO/OSI protocols (MAC, IP, UDP, TCP, HTTP, MPLS).
- Knowledge of Unix-based computer operating systems, standard business software, networking application tools and maintenance in a variety of platforms.
- Experience in configuring networking devices, Juniper and Cisco certifications are an asset.
- Experience in managing Broadband and Internet services and infrastructure used in a 24x7 production processing environment, including termination systems, servers, networking and data center elements is an asset.
- Excellent analysis and troubleshooting skills with focus on ability to get the causes and find solutions to technical issues.
- Experience in scripting languages (Shell/Bash, Python, Perl).
- Knowledge of database management, design and monitoring the efficiency.
- Knowledge of query languages in order to create complex query definitions that allow data to be extracted.
- Knowledge of programming languages (Java, C#, PHP, JS, web languages).
- Knowledge and experience in troubleshooting activities and tools (Ping, Traceroute, Iperf).
- Knowledge of standard monitoring tools (i.e. Nagios, Splunk, Dataminer, RRD, SNMP, TS analyzer, IPTV/network probes, ...) is an asset.
- Application development and engineering experience, baseline support experience, demonstrated customer communication skills and excellent interpersonal communications.
- Knowledge and experience with ITIL best practices is an asset.
- Knowledge of the DVB standards, MPEG2 and MPEG4 for video broadcasting is a plus.
- Understanding of ITIL best practices 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.
- Ability to work on a 24x7x365 operational support and on-call rotation, as required.
- Fluent in English language. The knowledge of another language, especially French or German, will be an asset.
- Requested to abide by the security policies and procedures in force for her / his operational role.
- Requested to report to the ISMS Manager of all observed security issues.