



## Position Description

### Broadcast Network Support Engineer

#### **Broadcast Network Support Engineer**

Aldea Solutions Inc. - Montreal, QC CANADA

The **Broadcast Network Support Engineer** is a member of the Network Engineering and Operations department responsible for supporting the day to day operations of the Aldea Network and client transmissions.

#### Principle Role and responsibilities

- First level engineering support for the Network Management Center (NMC),
- Assist the Network Operations team in the setup of all monitoring for occasional and permanent client services.
- Assist the network operation staff in troubleshooting client specific problems.
- Day to day monitoring of the Aldea Network to ensure all permanent and occasional client transmissions are flawless.
- Opening trouble tickets with telecom carrier/suppliers and reporting any failures.
- Opening internal trouble tickets to track supplier maintenance windows and network failures.
- Following up with all trouble tickets to ensure the problems are resolved expediently.
- Assist the Network Operations team when required.

#### Position Requirements

- Bachelor in Engineering (Telecommunications) or equivalent experience related to video broadcast services.
- Language requirements: Spanish, English verbal & written as well as conversational French.
- 3+ years related experience in Broadcast and Telecommunications systems.
- Experience with broadband services (*specifically broadcast video and audio services*) and internet networks.
- Must understand Video and Audio technologies, both analog and digital domains.
- Must be willing to travel up to 25% of the time (internationally), valid passport required.
- Servicing International clientele, this post requires to be available to perform shift work.

#### Attributes:

- Keen ability in problem resolution and innovation
- Continuous improvement and efficiency mindset.
- Positive and determined "can do" attitude.
- Ability to work independently and at times under pressure to accommodate clients' needs and find solutions expediently.

#### Additional Assets:

- Knowledgeable with : MPEG Video Compression systems (Transport Layer), Telecom Standards (ATM/DS3/E3/SONET/SDH); Video over IP (FTP, TCP, UDP, RTP); High Definition TV Video Signals (HD-ASI, HD-SDI).
- Experience with national and international switching and transport networks.