



# Position Description

## Broadcast Network Operator

### Position Description

The Broadcast Network Operator is a member of the Occasional Use Service group. Working in the Aldea Solutions 24x7 Network Management Center (NMC), he/she is responsible for the delivery and management of broadcast transmission services using the Aldea Solutions network. The Broadcast Network Operator interfaces internally with other Aldea Solution departments and externally with the clients. His/her main responsibilities include:

- First level technical support responsible for the monitoring, operating and managing of the video transmissions on Aldea Solutions' network,
- Act as the customer's point of contact within the NMC for on-net transmission services and as back up for transmission operators:
  - Implementing and confirming the services and service changes requested by the customers,
  - Logging and tracking the progress of a service-affecting incidents, ensuring that the outage is communicated to the customer in a timely manner and that service is restored to the customer's satisfaction
- Log service information related to the progress, implementation and delivery of Aldea Solution services using the NMC network management and administrative systems.
- Perform pro-active monitoring of network elements alarms and alerts to identify those elements that may affect on-going or scheduled video transmissions,
- Perform trouble-shooting and diagnostic activities on an in-service live video network,
- Implement alternative transmission routes and apply restoration procedures to minimise the effects of incidents,
- Track issues related to network operations using the issue tracking system.
- Work with transmission operators to ensure the success of all transmissions
- As part of the schedule, work shifts and night guards are part of the responsibilities of the crew in the transmission operations group

### Position Requirements

- College diploma or University degree in Telecom/Electronics or equivalent
- Very good communicator with excellent written and oral command of Spanish and English. Conversational French. Additional international languages are an asset (Portuguese, etc.).
- Proficiency with computer tools and programs
- Work schedules on 24x7 basis and guards (evening, nights and weekends on rotation basis)
- Must understand Video and Audio technologies, both analog and digital domains.
- Must be comfortable with the pressure associated with performing operations **on a live** network and be capable of remaining focused when working under pressure.
- Must demonstrate professionalism at all times especially when working with customers.
- Be able to interact with international customers worldwide. (Empathetic approach to multi-cultural, languages and comprehension issues),
- Proven ability to work as a team player.
- Definite assets are:
  - Experience in broadcasting systems environment
  - Knowledge of: MPEG Video Compression systems (Transport Layer), Telecom Standards (ATM/DS3/E3); Video over IP (FTP, TCP, UDP, RTP); High Definition TV Video Signals (HD-ASI, HD-SDI)
- Location: Montreal (Canada)