



Broadcast Network Support Engineer

Position Description

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. His/her main responsibilities include:

- 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 network operation staff in troubleshooting client specific problems; acting as the interface to client engineers.
- Day to day monitoring of the Aldea Network to ensure all permanent and occasional client transmissions will be 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.
- Assist the Network Operations team when they are overloaded.

Position Requirements

- College technical diploma in Telecommunications/Electronics, or equivalent.
- 3 to 5 years' related experience in evaluating and testing of telecommunication systems.
- Experience with national and international switching and transport networks.
- Experience with broadband services (specifically broadcast video and audio services) and internet networks.
- Must understand Video and Audio technologies, both analog and digital domains.
- Definite assets are knowledge of: 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).
- Very good communicator with excellent written and oral command of Spanish and English. Conversational French. Additional international languages are an asset (Portuguese, etc.).
- Like to resolve problems, able to innovate and find better ways to do things.
- Positive and persistent "can do" attitude.
- Must be willing to occasionally travel (internationally); a valid passport is required.
- Location: Montreal (Canada)