



Network Support Engineer

Position Description

The 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).