



La società Skylogic S.p.A., operante nel settore delle Telecomunicazioni (www.skylogic.it) con sede a Torino, è alla ricerca di 2 giovani laureandi (corso di laurea II livello)/neolaureati da avviare alla professione di **OPERATIONAL TECHNICAL ENGINEER**.

Di seguito la job description dettagliata.

Main purpose of job

The Operations Technical Engineer, as part of the Network Operations Center (NOC), configures and manages systems and subsystems on different platforms and provides 24x7x365 operational support, reporting to the 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.
- 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 on data and video platforms to other 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.

- Use of the Incident and Event Management process, in respect to ITIL best practices, to acknowledge, route, escalate and report on 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.

Requirements

- Master's degree in Telecommunication/Computer Engineering or related fields required (or alternatively Bachelor degree in the same fields plus 2 or more years of work experience).
- Knowledge of satellite communications, radiofrequency and video broadcasting.
- Knowledge of networking and popular ISO/OSI protocols (MAC, IP, UDP, TCP, HTTP).
- Experience in configuring networking devices, Juniper and Cisco certifications are an asset.
- Excellent analysis and troubleshooting skills with focus on ability to get the causes and find solutions to technical issues.
- Deep knowledge of the DVB standard specifications (TR 290), MPEG2 and MPEG4 for video broadcasting is a strong plus.
- Knowledge of Unix-based computer operating systems, standard business software (spreadsheet and word processing applications, etc), networking application tools and maintenance in a variety of platforms.
- Knowledge of scripting/programming languages (i.e. Shell/Bash, Python, Perl, Java, PHP, JS) and database management (i.e. SQL, Oracle).
- Knowledge of standard monitoring tools (i.e. Nagios, Splunk, Dataminer, RRD, SNMP, Iperf, TS analyzer, Spectrum Analyzer, Video Matrix, Video Mosaic, IPTV/network probes).
- Application development or engineering experience, baseline support experience, demonstrated customer communication skills and excellent interpersonal communications.
- 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.
- Knowledge and experience with Incident Management is required, in respect of ITIL best practices.
- Understanding of Problem, Event and Change Management processes 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.
- Demonstrated ability to provide Service Desk call coverage with end-users when needed.
- Strong organizational skills with attention to detail as well as excellent interpersonal and time management skills required.
- Ability to work the assigned shift, possibly including nights, weekends, holidays and on-call rotation as required.

- Fluent in English language. The knowledge of another language, especially French or German, will be an asset.
- Is requested to abide by the security policies and procedures in force for her / his operational role.
- Is requested to report to the ISMS Manager of all observed security issues.

Tipologia contrattuale:

Da definirsi.

Sede di lavoro: Torino

Per candidarsi:

Inviare il proprio CV aggiornato a: recruiting@skylogic.it entro il 30/04/2017 inserendo in oggetto "Rif. Contatto Ufficio Placement Politecnico di Bari"

Il CV dovrà contenere l'autorizzazione al trattamento dei dati personali ai sensi del D. Lgs. n. 196/2003 ed attestazione di veridicità ai sensi del DPR n.445/2000.

Il presente annuncio è rivolto ad ambo i sessi, ai sensi della normativa vigente.