

POSITION AS A SENIOR SUPPORT ENGINEER

WHO WE ARE AND WHAT WE ARE LOOKING FOR?

Founded in 2008, ALPHA NETWORKS has become one of the fastest growing software companies, providing Pay TV solutions. ALPHA NETWORKS empowers the innovation, accelerates the projects go-to-market, and enhances the next generation TV-entertainment business. Serving customers all over the world, our product development team and engineers continue to develop new technologies that will engage, connect and transform the way people watch TV.

Headquartered in Belgium, with sales representatives in Europe, Asia, and South America, the company is internationally recognized. Working with major Telecom and Media companies such as Orange, Econet, Telecentro, ALPHA NETWORKS excels in carrier grade deployments and customer support.

Alpha Networks is looking for a Senior Support Engineer to join the Operational Team.

In this team, the Senior Support Engineer will have the following key responsibilities:

- Manage incidents and problems mainly related to software and assigned by Service Support Manager (SSM) from detection until resolution within time defined by Service Level Agreement (SLA) (quality, communication, documentation).
- Interacts with customer to provide a high degree of satisfaction in all work undertaken (customer oriented)
- Understands all product processes in deep and implements tools for better problems detection or proactive analysis
- Work regularly on duty
- Follows procedures and refers to Service Support Manager (SSM) in case of problem.
- Provides complete and clear information about problems resolution
- Coordinates complete incidents resolution when escalation to Service Delivery Manager (SDM) is not necessary.
- Its primary internal work relations are Service Support Manager (SSM), Service Delivery Manager (SDM), System Support Engineer and Support Agent.
- Ensure incidents and problem documentation is up-to-date.
- Ensure technical documentation is up-to-date

PERSONAL QUALITIES

- Fast learner, energetic and enthusiastic
- Ability to multi-task, work under pressure and to tight deadlines
- Adaptable and flexible to business demands

EDUCATION AND FUNCTIONAL SKILLS

- BAC +3 in computer science
- Experience in Problem and Incident Management
- Able to communicate clearly to customers
- Able to apply escalation process
- A desire to learn and improve skills and knowledge

TECHNICAL SKILLS AND EXPERIENCE

- Good knowledge of PostgreSQL and associated tools (Enterprise DB is an asset)
- Good knowledge of Linux system
- Familiar with web application system architecture
- Good knowledge on the following languages:
 - SQL, PHP, Java, Red Hat, JBoss
- Ability to analyse logs for troubleshooting (system and software)
- Familiar with ticketing tool usage (eg: Jira)
- ITIL Certification (asset)
- At least 2 years of experience

LANGUAGES

French: Spoken and written

English: Spoken and written (at least technical level).

OFFER DETAILS

Competitive salary depending on skills level and prior work experience.

Collective benefits: group insurance, hospital insurance (full DKV), Eco vouchers and meal vouchers.

Please send your application to: jobs@alphanetworks.be