

## **ALPHA NETWORKS IS CURRENTLY LOOKING FOR A SYSTEMS INTEGRATOR ENGINEER**

### **1 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 empower 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 Systems Integrator Engineer to join the Professional Services team (Operations Department).

### **2 GOAL AND MISSION**

He takes charge of one or several projects for a customer, from the functional and technical specification phase to acceptance on site at the customer's premises.

He is responsible within the framework of the project for the system integration and global functional validation of the platform to be delivered, for respecting deadlines and the budget as well as for the quality of the deliveries.

He is working closely with the Project Manager bringing to the customer and/or partners of the project all the technical support expected.

He may participate in the pre-sales stage of a project.

### **3 RESPONSIBILITY**

In the Professional Services team, the System Integrator Engineer will have the following key responsibilities:

#### **Pre-sales support**

- Assists pre-sale team in defining the solution according to customer requirements. This could include architecture, sizing, software modules selection, and a planning defined in collaboration with PMO.
- Gather customer's requirements (and understand customer's need)

### **Integration support to Alpha's technical partners**

- When required provides support to 3-party partner for their integration with Alpha Networks product (Web services interface).
- Handle one-roof sessions with partners for system integration of the solution to be delivered

### **Project delivery**

- To provide technical support to the Project Manager
- To recommend the right solution to customer's requirements
- To propose an architecture
- Satisfies the customer respecting commitments and ensuring the quality of services and deliveries
- Infrastructure installation and acceptance testing on site (if applicable)
- Training for customer: Platform installation and administration of the platform (if applicable)

### **Systems Integration and deployment (Move To Production)**

- Responsible of delivery and implementation (incl. integration and functional validation) of the solution to be delivered to the customer.
- To deliver the proposed solution within agreed budget and time-line (this includes platform validation)
- At the end of the project organizes hand-over to support team in order to guarantee an operational support delivery

### **Operational Management**

- Propose and create system design models, specifications, diagrams, and charts to provide direction to development teams (Drivers developments for integration purposes if applicable).
- Design and perform server and security audits, system backup procedures, and other recovery processes in accordance with the company's disaster recovery and business continuity strategies.
- Integrate servers, including database, and backup servers and their associated software
- Create and maintain documentation as it relates to system configuration, mapping, processes...
- Monitor and test system performance; prepare and deliver system performance statistics and reports.

## 4 AUTHORITY

- Is responsible of the design and sizing of the solution.
- Creates test schedules, writes reports, and communicates written and verbal status.

## 5 INTERFACE AND REPORTING LINE

Reporting:

- In-house: Head of professional services, Project Manager
- External: Customer, Project's partners & suppliers (if applicable)

## 6 EXPERIENCE, EDUCATION AND SKILLS

Education and Qualifications:

- Bachelors/master degree in a computing domain with broad knowledge and experience related to software systems
- Good knowledge in system administration and basic networking

Main processes, systems, tools used:

- Jboss, Fuse, Jira/Confluence, Postman, Lucid charts, Microsoft office, SharePoint
- Knowledge of network monitoring and other network administrative tools (SNMP based, Grafana, Icinga..)
- Knowledge of product life cycle management
- Extensive operational experience with Unix system (Linux), relational database, network architecture (load balancer, firewall, web server...),
- Good knowledge of TCP/IP, DHCP, DNS, SMTP, HTTP protocols and applications implementing them
- Knowledge of virtualization technologies

Experience:

- Digital TV knowledge
- Proven experience in integration and deployment of software systems, applications, and related products
- Habit and attitude to fill documentation in
- Proven analytical and creative problem-solving abilities
- Operational experience with security issues and access control mechanisms

Skills:

- Good technical project management skills (reporting, meeting animation)
- Ability to work independently and in a team-oriented, collaborative environment
- Good problem solving abilities (systems and products issues)
- Ability to communicate ideas in both technical and user-friendly language
- High degree of commitment and diligence;
- Able to prioritize and execute tasks in a high-pressure environment

- Strong customer service orientation
- High inclination in reading and understanding technical documentation
- Ability to work under pressure

## **7 LANGUAGES AND PROFILE**

- Fluent English (Level B2) and French practice writing and oral is required
- Dynamism, good human relation
- Excellent written, oral, and interpersonal communication skills
- Stress management ability
- Sense of service and of the customer relation
- Ability to perform well in diverse settings and cultures;

## **8 POSITION CONSTRAINTS**

- Foreign traveling is expected
- Availability to work on customer premises when required
- Willingness to work flexible hours.

## **9 PACKAGE**

Competitive salary depending on skills level and prior work experience.

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

Please send your application to: [jobs.ops@alphanetworks.tv](mailto:jobs.ops@alphanetworks.tv)