Technical Assistance Centre Engineer

Key Responsibilities

- Service Helpdesk
  - 24x7 Customer helpdesk for resolution of service faults and support cases.
  - Space Segment, Teleport and IP Network monitoring.
  - Fault management by direct intervention and escalation to back office support teams.
  - Customer coordination and scheduling for network planned and unplanned maintenance activities.
  - Support for VSAT terminal registration and testing.
- Service Delivery
  - Service commissioning for new service activations, upgrades and major re-routes.
  - Configuration and testing of space segment and managed data services (works orders).
  - Support for the resolution of long term service performance issues.
- RF Technical Operations
  - Monitoring, analysis and optimization of ABS space segment capacity.
  - Management of adjacent satellite Interference cases.
  - Management of ABS CSM monitoring systems
  - Large earth stations registration and testing.
  - Support and resolution of customer faults and interference cases.

Qualifications & Experience

- Degree or relevant vocational training & experience in Telecommunications or Electronic Engineering.
- A never ending desire to understand, support and solve customer support and fault cases.
- A determination to provide an excellent customer experience in a commercial competitive environment.
- Excellent customer facing skills, confident written and verbal reporting skills & the ability to communicate at all levels.
- A determination to contribute and willingness to adapt and learn
- Technical Knowledge & experience in some or all of the following areas:-
  - Satellites access techniques and link parameters.
  - Satellite access procedures, remote terminal testing, service line up and trouble shooting.
  - Ground station Hub and remote hardware and functionality
  - Link budget parameters and calculations
  - RF Interference Analysis and Management
  - RF and data test and measurement equipment and monitoring platforms
  - TCP/IP fundamentals, commonly-used network protocols, LAN & WAN troubleshooting skills and use of networking tools and monitoring platforms (CCNA qualification is preferred).

Application:

Interested parties, please send your resume and expected remuneration to recruitment@absatellite.com.

All applications received will be treated with strict confidence and used for recruitment purpose only.