

Job Description

IPTV Consultant

Company Description:

GibFibreSpeed is a recently launched, dynamic and fast expanding Internet Service Provider based in Gibraltar. Our ISP project started in 2015, but our business roots were born in 1927. As a proudly Gibraltarian corporation, we strive to bring quality, reliability and service at unparalleled competitive rates both to the residential and business/enterprise community.

Role Description:

The specialist will have a technical background focused on, but not limited to, IPTV technologies in an ISP environment. The job purpose is to coordinate, design, implement and document all technical activities related to the IPTV infrastructure. The consultant will act as the owner for all IPTV related projects and will also interact with engineers from other technology domains.

Responsibilities:

- Act as technical leader for IPTV projects;
- Act as 2nd level support and escalation point for IPTV related incident and problems;
- Assist the support team in root cause analysis and troubleshooting issues related to IPTV infrastructure, in order to accurately isolate the cause and provide working solutions;
- Define pricing plans, service offerings and marketing strategies for IPTV solutions;
- Liaise with vendors where necessary in order to resolve vendor related issues;
- Manage on-going vendor related technical escalations through to completion;
- Define and optimize an integrated monitoring structure aimed to detect potential issues related to the IPTV systems;
- Maintain and develop technical skills/certifications as required to support new and existing technologies and customers offerings;
- Share knowledge of regular fault solutions within the support team in order to reduce rework in solving the same problem;
- Document technical proposals, designs and solutions into standardized templates (HLD, LLD, Implementation Plan etc.) and in the internal Knowledge Base system;
- Act as a leader for IPTV related activities;
- Define project timelines and activity list based on the customer requirements, solution evaluation and technical analysis;
- Providing technical coaching & mentoring other colleagues;
- Offer support and consulting services in projects related to other technologies (non-IPTV related).

Required background and qualifications:

- At least 2 years experience working with IPTV solutions, preferably in a Service Provider environment;
- IPTV related technical certifications (nice to have);
- Willingness and curiosity to get involved in projects related to other technologies and to learn and specialize in other technical areas, not related to IPTV;
- Soft skills:
 - Ability to communicate and collaborate efficiently
 - Methodological skills, strong problem solving abilities;
 - Excellent English oral and written communication skills;
 - Strong customer-facing and relationship-building skills;
 - Proactive attitude;
 - Ability to innovate and think out of the box;
 - High interest in continuous self-learning and development (new tools, technologies, methodologies);
 - Self-motivation to achieve consistently high quality results;
 - Openness to share knowledge and best practices with the team;
 - Ability to use simplicity in complex projects.
- Technical skills - mandatory:
 - Solid knowledge of general IPTV technologies and products, including: decoders, streamers, transcoders, recorders, storage, VoD servers, CAS/IP-Scrambler, STB, IPTV monitoring and management solutions,
 - Knowledge in designing, implementing, optimizing and troubleshooting IPTV solutions;
 - Good networking knowledge, focused on multicast environments. Familiarity with the following technologies: DHCP, NTP, DNS, multicast routing (incl. PIM SM and SSM), IGMP, multicast filtering and scoping techniques.
 - Experience in using and integrating IPTV solutions with provisioning and billing/CRM systems;
 - Strong documentation creation skills;
 - Experience with network monitoring and ticketing tools.
- Technical skills – nice to have:
 - IPTV OTT technologies;
 - Routing and switching technologies;
 - Familiarity with Service Provider network architectures;
 - Service Provider transport network types (fiber, GPON etc.);
 - VoIP technologies;
 - Server and virtualization (VMware) technologies;
 - SMTP, Radius, MySQL;
 - Scripting and development tools.

Benefits

- Opportunity to work in a dynamic, professional and creative environment;
- Opportunity to learn and work with a variety of technologies;
- Trainings;
- Opportunity to develop a career in a stable environment;
- Motivating salary package.