

Latens

Product Support Engineer – PSE-10-06

Latens opened its R&D centre in Hyderabad in May 2009. Latens develops Conditional Access Software which protects the content of Pay TV operators and has customers all around the world. Latens is also the developer of middleware software which allows operators to offer their customers features such as catch up TV, pause and rewind live TV, interactive services and more.

We are building a world-class team to serve our customers and create an exciting, professional and innovative culture. We offer a stimulating environment in a growth market, with many career opportunities and excellent rewards and benefits.

The Role will include the following:

Customer Help Desk:-

- Timely diagnosis and resolution of field issues using secure connection to customer site.
- Escalation of critical and unresolved issues to Latens Belfast.
- Responding to customer's operational queries
- Implementation of software updates
- System monitoring
- Preventative maintenance

On-site support - skilled engineers will travel to customer sites:-

- To install new systems or components.
- To resolve issues
- To implement upgrades
- To understand the customers operational requirements in detail
- To provide training to customers and partners

The role will also include:

- System and resolution testing of new releases from R&D
- Feedback of customer requirements and issues to marketing and R&D
- Support of technology partners
- All support administration
- Design and implementation of new support programs and services
- Systems delivery

Reporting to the Product Support Manager, Product Support Engineers will:

- Provide support to customers and technology partners.
- Demonstrate general proficiency in the overall end-to-end broadband/broadcast system and solution that is delivered to our customers
- Be creative and innovative in resolving issues and finding solutions to maximise the customers satisfaction
- Advise on all technical aspects of systems and be credible to colleagues, partners and customers.
- Consult with customers and partners to advise them on best solutions.
- Build strong relationships with technical staff in our nominated accounts
- Be prepared to travel.
- Be required to work flexibly



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Attributes Required (must have)

- A degree or equivalent qualification or experience in a related software, telecoms and/or broadcast technology field.
- Technically competent all rounder able to quickly understand new technologies and solutions.
- Ability to lead and work with a wide range of technical and non-technical people.
- Excellent analytical and problem solving skills
- Ability to work under pressure and respond to deadlines.
- Enthusiastic, self motivated and capable of motivating colleagues
- Enjoy a hands-on approach and be prepared to get the job done.
- Ability to establish "presence" in accounts and trust with key contacts.
- Prepared to travel.
- Proven experience supporting customers with complex network solutions
- Good interpersonal skills to work with customers and colleagues
- Good written and verbal communication skills
- Proven experience of supporting complex systems in at least one of the following areas:-
 - Digital Cable networks
 - Wide Area networks
 - Carrier grade telecoms

Preferred (not essential)

- Experience of satellite, cable or terrestrial broadcast systems, including encoders, multiplexers, and QAM modulators.
- General proficiency in the end-to-end DVB broadcast system architecture.
- Knowledge of Conditional Access, MPEG, Set top box software and integration, broadcast applications, IP networks.
- Experience in project delivery
- Knowledge of systems design and delivery processes for networks, database and transaction processing systems
- Commercial experience dealing with international customers and technology partners gathering requirements and developing solutions

Training will be provided in all aspects of the role and associated technologies.

The role may provide opportunities for travel to work on site with customers and partners.

Application Procedure

To apply for our Graduate Vacancies please submit your CV to jobs@latens.com stating clearly the vacancy title and code in the subject heading.



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