

HEADEND SERVICE ASSURANCE MANAGER

A Digicel employee is responsive, agile and caring. We push boundaries and are uncomfortable being comfortable. We question norms and we put our ideas into action. We care about our customers and we show it. That's why 11 million customers worldwide including Bermuda choose and trust Digicel!

Digicel is seeking an individual with strong analytical, communication, project and contractual management skills for the position of **Headend Service Assurance Manager**. The successful candidate will manage the IPTV, OTT and FTTH daily operations to ensure delivery of the highest quality services.

Primary Responsibilities include (but are not limited to):

- Contribute to design and deployment of IPTV, OTT and FTTH infrastructure and services
- End-to-end IPTV and broadband FTTH troubleshooting, from customer premises to Headend
- Video and HSI quality assurance, to include staging and testing of service
- Video monitoring and channel planning / management
- Analyze, maintain, update and develop robust, highly scalable Headend interactive systems GPON, OLT, ONT
- Interface with vendor to understand existing products and define new features
- Collaborate with other engineering teams to ensure successful launches of interactive applications
- Support for features and performance tests
- Upgrade the Headend and FTTH system platforms to run on latest hardware, OS and database
- Maintain IPTV Headend and OLT PoP Site Infrastructure
- Track and report of Major Operational Issues
- Develop processes around and manage Network Outages and Escalations efficiently
- Provide in-house training to other members of the Technology team

The successful candidate will possess the following qualifications, skills and experience:

- A Degree in Electrical/Electronic Engineering or Telecommunications Engineering or Computing or equivalent
- At least 5 years' experience in the management of Headend Systems and Services
- Knowledge of MPEG 4 / HD / SD
- Knowledge of Conditional Access (CAS), Digital Rights Management (DRM)
- Experience working With Encoders, Transcoders, nPVR, VOD storage, Middleware Vendor systems
- Strong Vendor Management experience, including contractual, project, operational and technical management
- Strong competencies in data structures and algorithms
- Basic knowledge in RF distribution
- Flexible to work shift if needed

Interested persons should apply with a cover letter and detailed resume via www.digicelbermuda.com, click on the Job Opportunities link.

Closing date: **August 18th, 2017**