ALPHANETWORKS

POSITION AS A SERVICE OPERATION CENTER

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 empowers 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 Service Operation Center to join the Operations Team.
In this team, the Site Reliability Specialist will have the following key:

RESPONSIBILITIES AND ACTIVITIES

- Consider customer satisfaction as permanent objective in day-to-day activities.
- Understand processes between departments and within Operations to enhance collaboration and efficiency apply the incident escalation process to ensure issues are resolved within the agreed timelines.
- Perform initial analysis of escalated incidents to determine their nature and severity.
- Monitor systems, networks, and applications using designated tools and platforms.
- Take ownership of incidents and manage them through to resolution by respecting agreed SLO's/SLA'sProactively identify and escalate potential issues or anomalies to prevent service disruptions.
- Participate in on-call rotations to respond to and resolve incidents in a timely manner.
- Monitor system performance and proactively address potential issues before they impact users.
- Create and maintain updated technical documentation for reference and training purposes.
- Communicate clearly and precisely between departments and with customers.
- Contribute to knowledge transfer within Operations Team.

PERSONAL QUALITIES

- Fast learner, energetic and enthusiastic
- Ability to multi-task and to work on tight deadlines
- Adaptable and flexible to business demands

EDUCATION AND FUNCTIONAL SKILLS

- Bachelor's degree in computer sciences with at least 1 years of experience in a similar role.
- Strong proficiency in scripting languages (e.g., Python, Shell) for automation.
- Experience in incident management, from identification to resolution, respecting SLO/SLA.
- Understanding of networking, security, and system architecture.
- Excellent communication and collaboration skills.
- Considerable analytical and problem-solving abilities.
- Strong commitment to customer communication and satisfaction.
- Demonstrated ability to analyse software behaviour
- A desire to learn and improve skills and knowledge.

TECHNICAL SKILLS AND EXPERIENCE

- Knowledge (AWS (Amazon Web Service), OVH cloud) and container related technologies (Kubernetes, Containerd, Docker) is an asset
- Experience with Linux operating system.
- Understanding of networks, security, and system architecture.
- Clear understanding of SLIs, SLOs, and SLAs ensuring service reliability.
- Familiar with monitoring and log tools (such as: Prometheus, Thanos, Grafana, ELK stack)
- Capability to participate in on-call rotations for incident response/resolution.
- Ability to troubleshoot issues
- Proficiency in using ticketing tools (e.g.: Jira) for efficient tasks, incident tracking and resolution.
- knowledge of SQL, with additional expertise in PHP (an asset), and Java languages.

LANGUAGES

- French: Spoken and written fluently.
- English: Spoken and written fluently.