

# OPERATIONS ENGINEER

As an Operations Engineer, you'll dive deep into complex technical environments in order to provide professional, high-quality service and assistance to our customers. You will support our customers in close cooperation with other teams (e.g. Software Development, System Development, Technical Account Management), so that you can swiftly respond to any issues as they emerge and maintain a good relationship with even the most demanding customers with non-compromising solutions.

## TYPICAL EDUCATION

- > bachelor, master or doctorate degree in ICT, Software and/or Telecom

## RESPONSIBILITIES

- > maintaining advanced DataMiner Network Management Systems by resolving customer issues
- > making sure that issues get addressed to guarantee maximum service availability
- > providing consultation to help customers realize the full potential of their system
  - >> analyzing client needs and requirements
  - >> ensuring that customers are listened to
- > working together with team members, technical account managers and project managers
  - >> looking for solutions and coordinating with different departments
  - >> maintaining good relations with the customers and internal teams
- > working closely together with both squad and chapter members in an agile environment
- > maintaining high-quality standards and providing internal departments with product feedback

## COMPETENCIES

- > you are a fast learner who adapts quickly to new situations
- > you are communicative and have strong interpersonal and organizational skills
- > you think logically and client-oriented
- > you have natural technical insight

## TECHNICAL SKILLS

- > basic knowledge of C# is preferred, or good experience with a similar language
- > strong affinity with MS Windows operating systems
- > experience with HTML, XML, client-server systems and SNMP
- > knowledge of TCP/IP (firewalls, routers, etc.), multithreading, Web Services, .Net Remoting and Wireshark
- > knowledge of MySQL and Cassandra
- > basic familiarity with HFC broadband, IPTV, broadcast and satellite systems

## BASIC QUALIFICATIONS FOR CONSIDERATION

- > this position requires that you work from our head office located in Izegem, Belgium
- > good verbal and written communication skills in English

## WHAT'S IN IT FOR YOU?

- > a competitive salary with extra benefits
- > a healthy work-life balance
- > a stimulating, challenging, and fast-evolving technological environment
- > work in an international company while still enjoying the advantages of a small-company culture
- > be part of a team that has a disruptive impact on the global telecom and broadcast industry
- > enjoy long-term stable employment

- + give professional remote support
- + complex technical environments
- + work for an awarded and global leading company
- + a healthy work-life balance
- + a competitive wage with extra benefits

## DO YOU HAVE WHAT IT TAKES?

Tell us why you are the superhero we're looking for and send your resume to [jobs@skyline.be](mailto:jobs@skyline.be).

## EQUAL OPPORTUNITY

Applicants are considered for all positions without regard to race, color, religion, gender, national origin, age, disability or sexual orientation.

## ABOUT SKYLINE

Skyline Communications is the global leading supplier of multi-vendor network management & OSS solutions for the broadcast, satellite, cable, telco and mobile industry. Our flagship DataMiner network management platform, which received various prestigious awards, enables end-to-end integration of the most complex technical ecosystems and has been deployed by leading operators around the world.

- > in business since 1985
- > awarded for innovation, growth and excellence
- > offices in Belgium, Portugal, Singapore and the US, and a vast network of local partners around the world
- > 300+ employees and growing
- > 1000+ customers across all continents world-wide
- > 6000+ systems deployed
- > 125+ countries worldwide



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At Skyline, we're all heroes. Our people have the superpower to affect everyone's life. With their exceptional skills and performance, they watch over our worldwide communication, and when something goes wrong, they save the day. Be a superhero, join Skyline Communications.

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