1. Position Details

Position Title:	**Senior Pay - TV Specialist**	*Position Code:*	
Position Type:	☐ *Editorial* ☐ *Support* ☐ *Executive Management*	*Position Grade:*	

Base Location:		**Group:**	
Division:	MENA Division		
Channel / Directorate:	Technical Operations Directorate		
Department:	Encryption Department		
Section:	STB & Pay-TV Support Section		

2. Relationships

Report to : (Supervisor's Position)	Head of STB & Pay - TV Support
Supervise : (Subordinates' Positions)	
Internal contacts:	Engineering, IT, Technical Support
External contacts:	Related technology vendors

3. Position Purpose Summary:

The Senior Pay-Tv Specialist is responsible for all related beIN Sport CRM including but not limited to the following such as analysis, design, development, testing and deployment.

4. Key Responsibilities and Accountabilities:

- Analysis of beIN Sport CRM existing and new requirements.
- Design the solution framework and business process related.
- Develop and maintain existing of new related databases schemas.
- Develop any necessary services to integrate with beIN Sport headends.
- Lead/mentor developers and share knowledge through knowledge-sharing presentations.
- Participate in a small, experienced, energetic team on a rapid, agile development schedule.
- All other responsibilities as assigned
- Document and report application specifics
- Customize applications
- Debug web applications
- Evaluate system performance
- Follow standard and guidelines
- Deliver quality work
- Work with teams and mangers
- Preserve SQL databases and servers
- Design complex applications
- Execute bug and performance tests
- Implement and automate responses to end-users providing status updates and informational notes
- Document resolutions for future reference.
- Participate in writing technical documents, manuals and guidelines for STBs and MW support for call center usage and/or Customers.
- Participate in Writing Tender technical specifications and requirements.
- Participate in evaluating tenders technically until contracts awarding.
- Provide orientation, documentation and support to the new STBs support staff.
- Evaluate and produce performance reports for his team to his line manager in a regular basis.

5. Other Responsibilities

- Attend related subject domain (seminars, workshops, demos and conferences)
- Perform other duties relevant to the job as requested

6. Job Requirements and Qualifications

Education:	Minimum Bachelor Degree in IT, ECE, Computer Science or any related discipline.
Experience:	Minimum 4 years' experience in Media Broadcast industry or any related work.
Skills:	• IT Technical Support Skills. • Different Database Administration Skills. • Different OS Administration Skills. • STBs technology adaptation. • MW Technology adaptation. • Multitasking Skills. • English Language Skills. • Technical Writing Skills. • Team management Skills. • Follow up Skills.
Knowledge	• Knowledge of IT systems and technologies. • Knowledge of related IT and Broadcast security systems. • Knowledge of Enterprise software deployments. • Familiar with different STBs and MW configurations.
Abilities:	• Able to work under pressure • Able to manage team of support engineers. • Able to deliver assigned tasks while maintaining high-level quality. • Able to meet tough projects or assignments deadlines.

Core Competencies:	1- beIN Sports ethics and code of conduct. 2- beIN Sports spirit. 3- Diversity. 4- Integrity.
Work Environment:	Office Work
Job Demands:	Physical characteristics:
	Other characteristics:

7. Performance Measures

- Development efficiency.
- Develop equipments in a timely manner.
- Fixing Systems bugs in a timely manner.
- Innovations and adopting new technologies.
- Time / Team management.

8. Tools and Equipment

- Software development methodology
- Systems Analysis tools.
- OS different management SW and tools
- Network Analysis tools.
- Testing tools and techniques.
- Database tools and techniques.