

1. Position Details			
Position Title:	Senior STB Support Engineer/Specialist		Position Code:
Position Type:	<input type="checkbox"/> Editorial	<input type="checkbox"/> Support	<input type="checkbox"/> Executive Management
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 Operations
External contacts:	STBs Suppliers, MW Vendors.

3. Position Purpose Summary:
The Senior STB Support Engineer is responsible for all beIN Sport STBs project/ Products implementation including but not limited to its infrastructure, different platforms, Middleware functionalities and related STBs loaders in addition to rollout and test STBs and MW functionality before and after launching to market.

4. Key Responsibilities and Accountabilities:
<ul style="list-style-type: none"> Coordinate activities of running STBs projects to ensure quality and meet timetables. Study and evaluate beIN Sport new STBs project and middleware platforms. provide advanced technical support for existing system and recommend new technical suggestions and selections beIN Sport STBs and related Platforms Manage STBs project in details with close coordination with the vendors. Handle beIN Sport STBs technical productions follow up and monitor and ensure the quality of the products. Implement short & long term Maintenance plans with accepted specifications/results. Provide MW first level support as well as escalation to concerned vendors. Perform, Maintain and support STBs testing platforms and servers. Support, follow up and solve reported STBs incident on a daily basis. Customize and produce STBs and MW testing and project tracking reports. 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' professional experience in Media Broadcast industry or any related work.	
Skills:	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> • 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:	<ol style="list-style-type: none"> 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

- STBs productions stability at high-level quality.
- Different systems/platform configuration accuracy.
- Fixing Systems defects in a timely manner.
- Innovations and adopting new technologies.
- Time / Team management.

8. Tools and Equipment

- STBs testing Equipments
- Systems Analysis tools.
- OS different management SW and tools
- Network Analysis tools.