



<b>Job Title: Engineering and Support Manager</b>
<b>Position Type: Full Time</b>
<b>Job Description: Engineering, Design, and Support of Galaxy 1 customer satellite networks</b>
<b>Reports to: Chief Technology Officer</b>
<p><b>Job Purpose:</b> Direct involvement in the design, implementation, operations, and support of the Galaxy 1 satellite network and its customers.</p> <p><b>Duties:</b></p> <ul style="list-style-type: none"> <li>• Oversee the Operations and Support of the global Galaxy 1 satellite network. This includes working with customers, providers, and co-location partners to troubleshoot and maintain existing networks.</li> <li>• Create, replace, or update all documentation for existing connections from remote point of origin to the customer premise used for troubleshooting and revision record reference.</li> <li>• Maintaining current systems, evaluating, recommending, testing and installing new technologies, contributing information and recommendations, preparing and completing action plans, resolving problems, determining system improvements, and implementing change.</li> <li>• Design, Engineer, and assist deployment of new customer satellite networks and terrestrial interconnects / backhauls. This involves working with the customer to design a solution custom fit to their requirements in various fixed, mobile, manned and unmanned environments. This will require weeks or months of initial design, circuit installation, turn-up and test, end-user equipment configuration, terrestrial equipment configuration, turn-up and testing, and final documentation with revision management.</li> <li>• Maintain in-depth knowledge on the various satellite terminal offerings. Must be able to train customers on the proper setup and troubleshooting of the terminal on site and also help with remote support of customers in the field.</li> <li>• Work with customers to integrate their network equipment with the satellite terminals for proper operation. Work with their IT staff to adapt and troubleshoot existing networks for end-to-end connectivity.</li> <li>• Liaise between telecom carriers and co-location partners to deliver new circuit terminations or troubleshoot existing network issues.</li> <li>• Monitor the status of current connections using tools provided to notify of problem areas and aid in troubleshooting network outages.</li> <li>• Keep customers and providers informed about upcoming changes or planned outages occurring for maintenance. Unplanned outages will require notifications and expected times of communication restoral.</li> </ul> <p><b>Skills/Qualifications:</b></p> <ul style="list-style-type: none"> <li>• Must have a working knowledge of Satellite / RF communications and be familiar with encoding/decoding, frequency modulation/demodulation, encryption techniques, frequency bandwidth, frequency allocation and with technologies such as SCPC, TDMA, and CDMA</li> <li>• A broad understanding of wireless networking technology, Telephony, ISDN, IP networking, Network Maintenance, Network Design and Implementation, Project Management, RF, Telephony, and IP network troubleshooting is a must.</li> <li>• Knowledge Requirements: Network and System Administration, Microsoft/Linux Operating Systems, Network Hardware Configuration, MS Office Suite, Fortiate OS, Cisco core network device configuration and troubleshooting is highly important.</li> </ul>