JOIN OUR TEAM!

VIDEO NETWORK SUPPORT ANALYST– Brandon, MB

WESTMAN COMMUNICATIONS GROUP is seeking applications from energetic, highly motivated individuals to become part of our team. Westman is a successful, fast-paced and dynamic organization, with a positive, team-oriented work environment. We offer competitive compensation including a comprehensive and unique benefits package. Leverage your knowledge with a local technology leader.

The incumbent in this role is expected to have an advanced level of knowledge for cable/FTTx video networks with a strong desire to learn new technologies and be able to respond to trouble tickets/ticket escalations as well as participating in time-averaging and being part of an on-call rotation.

Key Responsibilities

- Monitor, upkeep, and develop the video services network in line with the WCG network evolution plan
- Provide infrastructure support to the legacy and next generation video service products
- Provide technical support to ensure high service availability, security, and reliable operation that is transparent to the end customer
- Resolve all trouble reports from monitoring systems in accordance with the operations service level objectives; escalate all network service issues to management/vendors appropriately
- Conduct technical research, product evaluation, assist in vendor evaluations, recommend product purchases, and conduct in-house training
- Plan and coordinate all changes to systems and services according to established change management procedures
- Continually learn and be able to troubleshoot all components of WCG's video delivery system, internet and data delivery system, voice service platform, and radio station broadcast paths
- Identify and recommend changes to improve performance, security, and reliability for the above-mentioned systems
- Maintain familiarity with and be able to troubleshoot AC/DC power systems and standby power systems

Experience/Education/Training

- 2 years of experience in a network services field including hands-on video network experience
- Equivalent to completion of a bachelor's degree from an accredited college or university with major coursework in computer science, information systems or a closely related field. Possession of one or more approved information technology certificates and/or completion of other approved technology-related training may substitute for some or all the required education.
- Minimum of one of the following designations: SCTE Digital Video Engineering Professional, Certified Broadcast Network Engineer, Minerva Networks training Cisco CCNA/CCDP, Red Hat RHCE and/or Microsoft MCSE
- Experience with website development, HTML, and SQL

Knowledge/Skills/Abilities

- Strong documentation skills, oral and written communication skills and interpersonal skills; good diagnostic, problem solving and analytical skills
- Able to hold and maintain a valid driver's license and be bondable
- Willing and able to be available for emergency services as required
- Good networking knowledge focused on multicast environments including familiarity with the following: DHCP, NTP, DNS, multicast routing (incl. PIM, SM, and SSM), IGMP, multicast filtering and scoping techniques
- Exposure to HLS, MPEG-DASH, and FFMPEG
- Knowledge of the following:
    - Multiplexers/groomers, transcoders, edge QAM modulators, VOD, CAS/IP-scramblers
    - STB entitlement systems including Minerva back-office system, DAC and other components of Arris Conditional Access system as well as PRISM and TiVo portals
    - MPEG2, H.264 and MPEG-TS standards
    - General IPV technologies and products including multiplexers, transcoders, edge QAM modulators, CDN (Origin and Edge Cache servers), network storage systems, VOD servers, STBs, IPTV monitoring and other headend equipment
    - Scripting and development tools including PHP, Perl, Python etc.
    - Designing, implementing, optimizing, and troubleshooting legacy and next generation (IPTV) platforms; expertise in using and integrating IPTV solutions with provisioning and billing/CRM systems
    - RF fundamentals as it applies to cable networks
    - MS Windows and general desktop support issues
    - Linux and general Linux support issues

As an equal-opportunity employer, we encourage applications from all qualified individuals. While we thank each applicant for their interest, only selected candidates will be contacted.

DEADLINE FOR APPLICATIONS: NOON on Monday, August 31st, 2020.

When applying for this position, please reference the position title in the subject line and/or body of the email.

Please submit your cover letter and resume to:
Krista Derksen   E-mail: hr@westmancom.com

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