Nagravision, a division of the Kudelski Group, is the world leader in the creation and delivery of state-of-the-art technologies to secure the revenues of content owners and service providers for digital television and interactive applications across all network types. Nagra's solutions enable consumers to access content seamlessly over any device through a compelling viewing experience.

System Engineer

Your Mission

As part of our security engineering operations of the DTV solutions, the role is to prepare, deploy and maintain DTV platform at our customers' premises. This position, based in Milan, Italy, is the perfect role for someone who is willing to work independently, with the support of knowledgeable and experienced experts in a caring and developing environment.

In this position, you will be the technical representative of the solutions deployed at our Italian customers and, as such, you will be well connected with the technical teams of the major Pay-TV operators in Italy as well as within our internal 2nd and 3rd level engineering team. This role is a perfect mix between engineering and customer relationship.

If you like to touch various technologies, to get trained and be part of a flexible work environment with many connections internationally, you will love this job.

Your Responsibilities will be to:

- Deploy and maintain customers' platforms, in close collaboration with Program Managers and following deployment plan
- Take part in hotline shifts on a regular basis, troubleshooting production platforms issues and assisting customers according to the Hotline Guidelines.
- Participate in the preparation and delivery of internal or external technical training. Document and publish for regions, product technical feature or complex migration steps.
- Participate in the preparation, maintenance and publication of internal or external technical documentation. Focus on product overview or product technical feature or complex migration steps.
- Provide action plans, solutions or workarounds to complex technical problems encountered in the field (S1L), in compliance with processes and requirements defined for the S2L service.

This role involves:

To be curious in order to understand complex ecosystems
To be able to analyze and solve problems with a high impact, while keeping calm and focus
To be flexible with schedule in order to participate to the deployments and hotline shifts.

This role is perfect for a junior profile who wants to get a broad experience in system engineering with growth opportunities in a friendly and flexible environment, with great local and international teams.

You are

- Fluent in Italian with good command of English
- Team player: share information and experience, seeking and providing help spontaneously
- Ability to work efficiently in fast moving environment
- Excellent service attitude, with very good communication skills, to face customer exposure.
- Autonomous and flexible.
- Eager to travel from time to time to customer premises in Milan and Rome

You have

- Advanced university degree in Computer Science Engineering or Telecommunications.
- Knowledge of operating Systems including professional versions of Microsoft Windows, IBM AIX and Red Hat Linux.
- Complex server solutions (RAID, Clustering, SAN, etc.).
- Computer networking (firewall, switch, router, protocols, routing rules, TCP/IP packet analysis, etc.).
- Database management including Oracle, Sybase and Microsoft SQL Server, as well as PL / SQL query language.