

# System Support Engineer

## System Support Engineer

Organization Name:	Satlynx GmbH
Title of Immediate Supervisor:	Manager TDMA Networks
Department Name:	TDMA Networks
Location:	Backnang, Germany
Date:	1 October 2008

### General Description of the Position

System Support Engineer for TDMA VSAT networks

### Main Duties

- Installation and technical support of VSAT networks
- Perform complex system reconfigurations and software upgrades
- Troubleshooting based on system alarms, diagnostics tools and sniffer traces
- Support pilot installations and application tests of customers
- Technical contact for Satlynx Network Operations Center
- Technical contact for network engineers of customers
- Technical contact for system supplier
- Maintenance and improvement of network monitoring, controlling and analysis tools
- Prepare and maintain network documentations and troubleshooting guides
- Analysis and optimization of network performance, hardware and space segment utilization
- Traffic analysis, network design, hardware and space segment dimensioning for new networks
- Support Pre-Sales in preparation of tender offers
- Configuration and maintenance of switches and routers related to VSAT networks
- Technical contact for Satlynx Network Operations Center to support troubleshooting also in out of normal working hours

### Education Requirements/Experiences

- Electrical Engineer or Engineer in Computer Science
- Practical experience in network engineering, LAN/WAN technologies, Internet protocols and applications
- Hands on experience in network analysis tools, router configuration and troubleshooting
- Skills in Linux / Unix and one or more scripting languages
- Fluent in English, German would be an asset